



Federal Ministry
of Justice and
Consumer Protection



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Consumer policy in the digital age: How can digital self-determination and access to justice be guaranteed?



Ms Melinda Crane

Moderator, Journalist & Lawyer

Dr. Melinda Crane has given speeches and moderated events and discussions for a wide range of international organizations and firms. She is a frequent guest and commentator on German television and radio and regularly analyzes US policy for the news broadcaster n-tv. An experienced TV anchor, she is chief political correspondent at DW TV and also hosts the DW talk show “To the Point”. In 2014 she was awarded the Steuben-Schurz Media Award for her service to transatlantic understanding.

Dr. Crane studied history and political science at Brown University and law at Harvard. She wrote her dissertation on the political economy of development assistance at the Fletcher School of Law and Diplomacy.

As International Affairs Consultant to the discussion show “Sabine Christiansen” she produced interviews with Kofi Annan, Bill Clinton, Hillary Clinton, and George Bush, among others. Her journalistic experience includes work for the “New York Times Magazine,” “The Boston Globe Sunday Magazine,” “The Boston Globe,” the “Christian Science Monitor” and German newspapers and magazines.



Datuk Seri Hj. Hasnol Zam Zam bin Hj. Ahmad

Secretary General, Ministry of Domestic Trade and Consumer Affairs (MDTCA), Malaysia

Datuk Seri Hj. Hasnol Zam Zam holds a BSc. (Urban Planning) from University of Utah, Salt City, USA which he obtained in 1989 and followed by Masters of City Planning from University of Pennsylvania, Philadelphia, USA in 1999. He also holds a Diploma in Public Administration from the Institute of Public Administration (INTAN) which he obtained in 1995.

He has held posts in various government bodies and ministries, such as the Prime Minister’s Department, Ministry of Education, Ministry of Higher Education, Ministry of Health and Royal Malaysian Custom Department between year 2002 to 2019. He had also served as the Senior Deputy Secretary General of the Prime Minister’s Department from 2019, prior to his appointment as the Secretary General of the Ministry of Domestic Trade and Consumer Affairs in February 2020 until now.



Mr Christian Kastrop

State Secretary at the Federal Ministry of Justice and Consumer Protection, Germany

Christian Kastrop has been State Secretary at the Federal Ministry of Justice and Consumer protection since May 2020. Previously, he served as Director at the Bertelsmann Foundation, Director of the OECD Policy Studies Branch (Economics Department) in Paris and at the German Federal Ministry of Finance, where he was Deputy-Director General, Economics and Strategy Department and Director of the Public Finance, Macroeconomics and Research Directorate, for the European Economic and Monetary Union as well as International Affairs, the G20, the IMF and



other international organisations. From 2007 to 2010, he served as Chairman of the Economic Policy Committee (EPC) of the Economic and Financial Affairs Council (ECOFIN) and Chairman of the EPC – Eurogroup. Christian Kastrop studied economics and economic and social psychology at the University of Cologne and Harvard University and obtained his doctorate in Cologne. He is Professor of public finance at the Free University of Berlin.



Mr Looi Teck Kheong

Head of Competition, Consumer Protection and Intellectual Property Rights Division, ASEAN Secretariat

Mr Teck Kheong has been the Head of the Competition, Consumer Protection and Intellectual Property Regulations Division under the Market Integration Directorate of the ASEAN Economics Community Department, the ASEAN Secretariat, since 2019. He has about 30 years of professional experience spanning private legal practice as well as appointment as in-house counsel for amongst others, the legal and tax department of Deutsche Bank AG, in their regional Head Office for the Asia Pacific Region. He graduated with a Bachelor of Law degree with Honours from the National University of Singapore (NUS). He also has three Master degrees from the NUS respectively in (i) Law (LLM); (ii) Public Policy (MPP from the Center of Advanced Studies, Faculty of Arts and Social Sciences, now known as the Lee Kuan Yew School of Public Policy, where he was a Temasek Scholar); and (iii) Applied Economics (M. App Econs, specializing in Economic Policy & Development, from the Economics Faculty). He was also a Pre-University ASEAN Scholar.



Ms Yuliana Wahyuningtyas Siswartono

Associate Professor, Atma Jaya Catholic University of Indonesia

Dr Siswartono obtained her PhD from Ludwig Maximilian University of Munich/Max-Planck Institute for Innovation and Competition in Munich, Germany and conducted a two-year research work as a postdoctoral researcher at CiTiP-KU Leuven, Belgium from 2013 until 2015. Aside from working as a lecturer at Atma Jaya Catholic University in Jakarta, Indonesia, since 2001, she is also affiliated with the Institute for Policy Research and Advocacy (ELSAM). Her main research interests are competition law, IPR, data protection and privacy, IT and Telecommunication Law.



Ms Monika Schnitzer

Professor in Economics and holds the Chair for Comparative Economics at the Ludwig-Maximilians-University of Munich

Since 2020, she is a member of the German Council of Economic Experts. Her research focuses on innovation, competition policy, and multinational corporations. She has been visiting at MIT, Stanford University, Yale University, University of California, Berkeley, and Harvard University. For the past 20 years, she has been active in policy advice for the German government and the European Commission, including as Vice-Chair of the Expert Commission on Research and Innovation, as a member of the Economic Advisory Group on Competition Policy of DG Competition of the European Commission, and as a member of the Scientific Advisory Council of the Federal Ministry for Economic Affairs and Energy.



Mr Klaus Müller

Federation of German Consumer Organisations (vzbv) & European Consumer Organisation BEUC

Klaus Müller is the Executive Director of The Federation of German Consumer Organisations (Verbraucherzentrale Bundesverband e.V. – vzbv) since May 2014 and also the President of the European Consumer Organisation BEUC since May 2021. As he was the Executive Director of the Consumer Centre of the Federal State North-Rhine Westphalia from 2006 to 2014, he has been involved in consumer politics for more than 10 years.

Before he was Member of the Parliament of the Federal State of Schleswig-Holstein from 2005 to 2006 and from 2003 to 2005 he was Minister of Environment, Nature Protection and Agriculture in the Federal State of Schleswig-Holstein, from 2000 to 2003 Minister of Environment, Nature and Forestry also in the Federal State of Schleswig-Holstein. From 1998 to 2000 he was Member of the German Bundestag, Bonn/Berlin. Born in 1971 in Wuppertal-Elberfeld, Müller studied Economics at Christian-Albrechts-Universität Kiel.



Ms Wimonrat Wim Teriyapirom

Director of International Cooperation, Office of the Consumer Protection Board (OCPB), Thailand

Dr. Wimonrat Wim Teriyapirom has served as the Director of International Cooperation at the Office of Consumer Protection Board (OCPB) Thailand since 2015. She also serves as Investigator Professional Level and Senior Officer at Unsafe Product Verification and Alert Center. Previously, she was the Head of Foreign Affairs Subdivision, Head of Complaint Receiving Subdivision and Investigator at Bureau of Legal and Litigation, Contract Division, Advertising Division and Labelling Division.

Dr. Wimonrat has extensive working experience with the ASEAN Committee on Consumer Protection (ACCP) as the Thai delegation since 2008 and has been assigned by the Government to be the Head of Thai Delegation since 2014.

She obtained her PhD of Education from Srinakarinwirot University and also has a Master's degree of Public Administration from Tongsuke College as well as a Master's degree of Mass Communication from Thammasat University.



Mr Christian Thorun

Founder and managing director of the ConPolicy-Institute, Berlin

He is a recognized expert in consumer policy and he advises the German Government, German State Ministries and the European Commission on consumer issues. Christian Thorun studied and received his doctorate at Oxford University in the Department of International Relations. He has received several awards for his achievements. In 2001, he received a Cecil Rhodes scholarship for his studies at Oxford. He was also awarded scholarships for several years from the Friedrich-Ebert-Stiftung, the Russian Federation and the Kennan Institute of the Woodrow Wilson International Center.



Mr Hazman Alim

Economic Officer, Department of Competition and Consumer Affairs, Brunei Darussalam

Hazman Alim has spent half the decade in the Government of His Majesty the Sultan of Brunei Darussalam. His main portfolio requires him to oversee the implementation of the Consumer Protection (Fair Trading) Order, 2011 and actively seek to strengthen the consumer protection regime in Brunei Darussalam through reviewing legal framework, planning institutional capacity building and structure reform, conducting inter-agency consultation and to deliver at various outreach sessions and international events. Within his department, he is also a key supporting officer in the enforcement of price-related matters. Not limited to that, he was selected among many other highly-abled individuals to partake in a Young Executive Programme, an initiative by the Public Service Department which aims to nurture and hone the skills of potential leaders to further improve the administration of the Government.

In his own time, he is also a walking member-cum-treasurer of a non-profit organisation whose objective is to transform and empower the less fortunate to be self-sufficient with minimal Government assistance.



Ms Alisha Andert

Chair of Board of Legal Tech Deutschland e.V.

Alisha Andert is a lawyer and co-founder of the innovation consultancy This is Legal Design, which specializes in the legal sector. The company advises law firms, legal departments and (start up) companies on the user-centric design of (digital) processes, products and services. Alisha is also the Chairwoman of the Board of the German Legal Tech Association and in this role advocates for digitalization and innovation in the German legal market. Alisha gained experience in the legal tech sector in her role as Head of Legal Innovation at Flightright and the digital employment law firm Chevalier. She has also recently started hosting the Talentrocket podcast "New Lawyers" and in this role talks to exciting people inside and outside the legal market.



Mr Melvin Sumapung

CEO and Founder PT Justika/HukumOnline, Indonesia

Mr Sumapung is a tech-product professional with extensive experience on strategy, having launched one of the first AI-based legal research tools in 2017. His company Justika provides a legal service marketplace, aimed at being simple and affordable and intended to address demands for a fairer Indonesia.



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Ms Lena-Sophie Mueller

Director of Initiative D21 e.V.; Germany

Lena-Sophie Müller's goal is to shape the digital transformation in close cooperation with politics and business for the benefit of the people. She shows the implications of new technologies for society, discusses as an expert on various podiums and gives lectures on the topics of digitization. Since 2014, she has been CEO of the non-profit Initiative D21 e.V., Germany's largest network from politics and business for the digital society. She is deputy chair of the Young Digital Economy Advisory Council of the German Federal Minister for Economic Affairs and Energy Peter Altmaier (since 2020), a member of the Digital Council of the German Federal Ministry of Defense (BMVg) and the Digital Council of the BDA (since 2019). In 2018-2020, Müller was an expert on the Enquete Commission "Artificial Intelligence" of the German Bundestag.

Before her position at D21, she was a scientist at the Fraunhofer Institute FOKUS in Berlin (01/2008-12/2013). There she has led numerous modernization and e-government projects with industry and public administration on EU, federal, state and local level. From 2010 on she was also responsible for the Center for Interoperability. Mueller studied political science in Sydney (Australia) and Potsdam where she received her degree.

The Initiative D21 is Germany's largest non-profit partnership between government and industry for the digital society. D21 includes about 200 member companies and institutions from a cross-sector network as well as political partners from federal, state and local governments. The aim is to shape the digital society with not for profit pioneering projects and to make Germany socially and economically successful in the digital world of the 21st century.



Mr Hans-Wolfgang Micklitz

Professor for Economic Law at the Robert Schuman Centre for Advanced Studies at the European University Institute, Florence; Member of the Advisory Council for Consumer Affairs (SVRV)

Mr Hans-Wolfgang Micklitz is Professor for Economic Law at the Robert Schuman Centre for Advanced Studies at the European University Institute, Florence, Italy. In 2016, he was elected as a member of the Academia Europaea. His research in the field of European and German private and commercial law focusses on the areas of contract and tort law, technical standardisation and certification, product safety, investor protection, unfair business practices, liability for unsafe services, regulated markets (telecommunications, energy, finance and transport), enforcement and redress, and legal theory.



Ms Helena Leurent

Director General of Consumers International

Helena Leurent is Director General of Consumers International, the membership organisation for 200+ consumer advocacy groups around the world in more than 100 countries. Consumers International works with members and partners to empower consumers, to ensure consumers are treated safely, fairly and honestly worldwide, and to drive change in the marketplace on global consumer issues including digital access and rights, product safety and sustainability. Prior to joining Consumers International, Helena developed global partnerships and programmes with government, business, civil society and academia on issues such as advanced manufacturing, sustainable



agriculture and humanitarian assistance. She has worked for Tesco Stores Plc, Unilever, McKinsey & Co, The LEK Partnership and the World Economic Forum. Helena holds an MA from the University of Oxford and an MBA from the Kellogg School of Management. She lives in Switzerland with her husband and children.

Ms Ruth Castelo



Undersecretary, Consumer Protection Group, Department of Trade and Industry (DTI), Philippines

Undersecretary Ruth B. Castelo is a lawyer by profession and became Undersecretary for the Consumer Protection Group (CPG) in 2018. In her current role, she oversees and strengthens consumer protection initiatives of the Department. Prior to that, she was appointed as Undersecretary for the Construction Industry Authority of the Philippines under the Department of Trade and Industry in 2016 and was then designated as Undersecretary of the Competitiveness and Ease of Doing Business Group, overseeing not only the construction industry but also the competitiveness and ease of doing business programs of the government. She had bridged Government with the private sector over the years.

Mr Saravanan Thambirajah



Treasurer General and Chief Operation Officer of the Federation of Malaysian Consumer Associations (FOMCA)

Saravanan Thambirajah is currently the Treasurer General and Chief Operation Officer of the Federation of Malaysian Consumer Associations (FOMCA) the umbrella body of consumer organizations in the country and the National Consumer Complaints Centre (NCCC), which also acts as a one-stop avenue for consumer grievances in Malaysia. He leads the alternative dispute resolution team at NCCC and a mediator for consumer related issues. Saravanan has been involved in the consumer movement for more than 16 years.

He is currently the President for Water and Energy Consumer Association of Malaysia (WECAM), an NGO established to protect consumer interest of all groups in the life cycle of Water and Energy sectors. WECAM aims to create awareness, provide and recommend workable resources and solutions for sustainable consumption of water and energy in Malaysia.

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