



ENVIRONMENT

PowerPoint Slides Presentation Handout

Strengthening Technical Competency for
Consumer Protection in ASEAN





Environment

Session 1 – Introduction to Environment in the ASEAN Context



Session topics / Outline

- Healthy and safe environment as fundamental right of consumers
- Role of consumers in ensuring a healthy environment
- Capacity-building needs in environment protection regarding laws on water and air pollution, consumption patterns, and impact of climate change
- Sustainable consumption and the triple bottom line (environment, economy, and society) issues related to consumption patterns
- Priority environment issues among the AMS
- Sufficiency of environmental laws in protecting consumer rights

Healthy and safe environment as fundamental right of consumers



- Healthy and safe environment is one of the fundamental rights of consumers.

Healthy and safe environment as fundamental right of consumers



People rely on the environment for:

- Subsistence (food, fuel and water)
- Ecosystems (natural circulation of air, seasonal climate, and natural purification of water)
- Human experiences (recreation, spiritual and educational values, nutrients in nature, etc.)

Healthy and safe environment as fundamental right of consumers



Environmental laws ensure:

- Biodiversity protection
- Creation of national parks
- Designation of nature reserves and protected areas
- Regulation of polluting activities

Healthy and safe environment as fundamental right of consumers



Environmental laws ensure:

- Protection from and management of hazardous substances
- Criteria for air and water safe for humans

Role of Consumers



- Access to their basic needs
- Formulation of holistic:
 - Regulatory informative tools
 - Policies by government agencies regarding:
 - Water and electricity
 - Affordability of goods
 - Fair trade

Role of Consumers



- Policies by government agencies regarding:
 - Quality and safety of agricultural produce
 - Chemical-free packaging materials

Capacity-building needs in the environment



- **Consumer awareness in ensuring a healthy environment through:**
 - Consumption activities
 - Purchasing choice
 - organic products
 - containers that do not leach chemicals
 - energy-efficient electro domestic products

Capacity-building needs in the environment



Capacity building needs in the Environment focus on:

- Laws on water and air pollution
- Role of consumers, industry, and government in waste management
- Climate change and its impact
- Impact of human activities

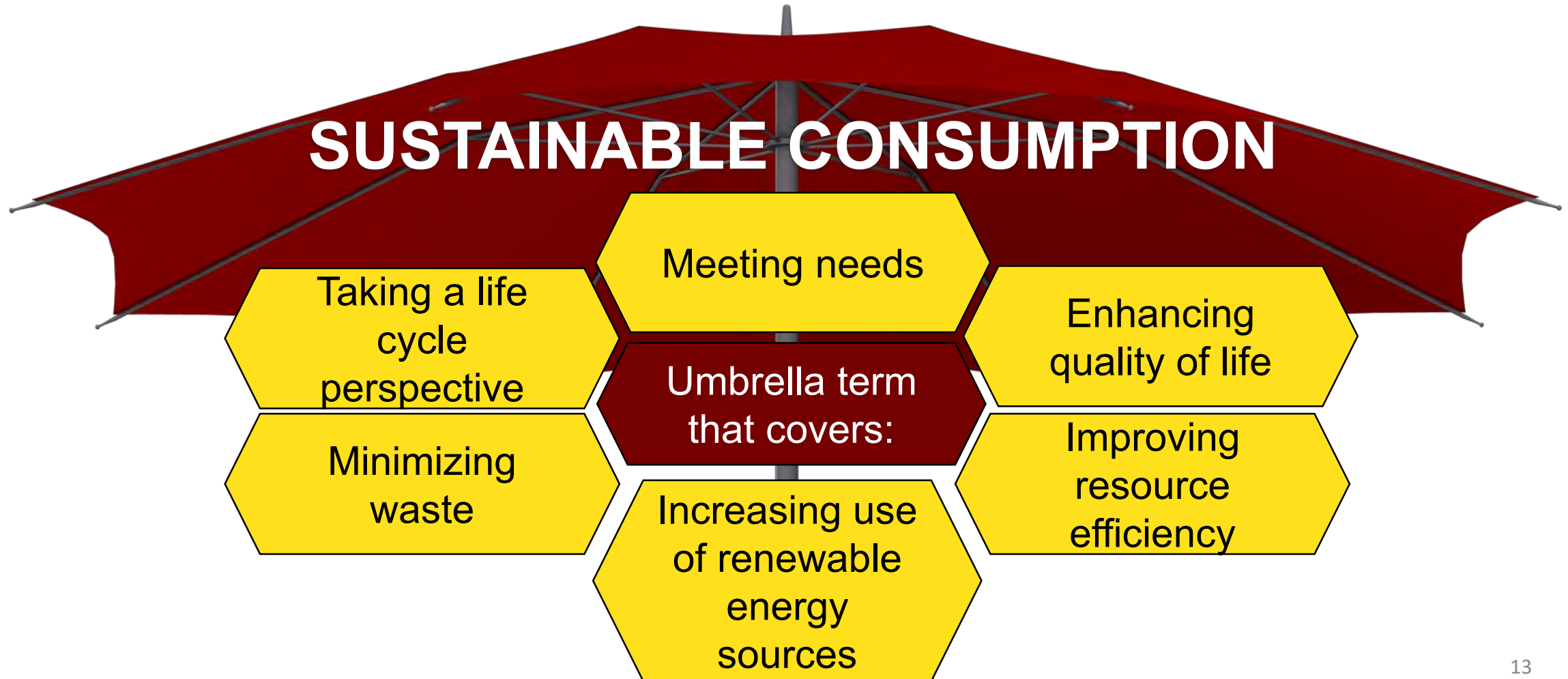
Capacity-building needs in the environment



Capacity building needs in the Environment focus on:

- Impact of human activities are in terms of:
 - Pollution to air and water
 - Resource extraction leading to waste generation
 - Greenhouse gas emissions

Sustainable consumption and Triple Bottom Line of sustainability



Sustainable consumption and Triple Bottom Line of sustainability



Key issues: Improvement in environment through:

- Substitution of more efficient and less polluting goods and services.
- Reductions in the volumes of goods and services consumed.
- Changing consumption patterns than consumption volume.

Sustainable consumption and Triple Bottom Line of sustainability



Triple Bottom Line of Sustainable Consumption

- There is a need to address society, environment, and economy:
 - Using resources efficiently
 - Reducing waste
 - Choosing sustainable options
 - Fulfilling the needs of the present and the future

Priority Environment Issues among AMS



AMS Consumer Protection Issues on the Environment:

- Air and water quality
- Sustainable energy
- Solid waste management
- Eco-labeling

Sufficiency of Environmental Laws in Protecting Consumer Rights



**Consumption patterns are
result of choices of actors:**

- Business
- Government
- Individual households

Sufficiency of Environmental Laws in Protecting Consumer Rights



Influencing and informing these choices means:

- Stimulating and facilitating new products.
- Altering the current infrastructure and regulatory framework that lock consumers into unsustainable behavior.

Sufficiency of Environmental Laws in Protecting Consumer Rights



Consumer protection can be used to understand forces behind:

- Consumption
- Inspire cost effective improvements raising
 - Quality of life
 - Reducing environment damage

Session Assessment



- What are your significant learnings from the topics discussed?
- How can you apply these learnings in your work related to consumer protection?



Environment

Session 2 – Substantive

Consumer Protection Issues



Session topics / Outline

- Consumer protection: right to a healthy and safe environment
- Access to and sufficiency of public utilities
- Strategies and policies in securing the quality of air
- Product safety and environmental aspects
- Waste management at home, in the community, and by business
- Impact of climate change
- Consumer education and the environment

Consumer protection: Right to a healthy and safe environment



- Substantive consumer protection issues in the Environment sector refer to:
- right to healthy environment
 - access to sufficiency of public utility
 - strategies and policies in security quality of air, product safety and environmental services
 - waste management, and impact of climate change

Consumer protection: Right to a healthy and safe environment



Access to water and energy

- Goal 6 and 7 of the Millennium Development Goals (MDGs) and Sustainable Development Goals (SDGs)
- The United Nations General Assembly has recognized the right to safe and drinking water as human right.
- Fossil fuels remain to be to be the main source of energy globally

Consumer protection: Right to a healthy and safe environment



Affordability of water and energy

Economic access is an aspect of human right.

- Water, water facilities, and service must be affordable.
- Direct and indirect costs and charges in securing water must be affordable.

Consumer protection: Right to a healthy and safe environment



Affordability of water and energy

- Water and energy are basic rights and necessities, thus, public utilities need to be affordable.

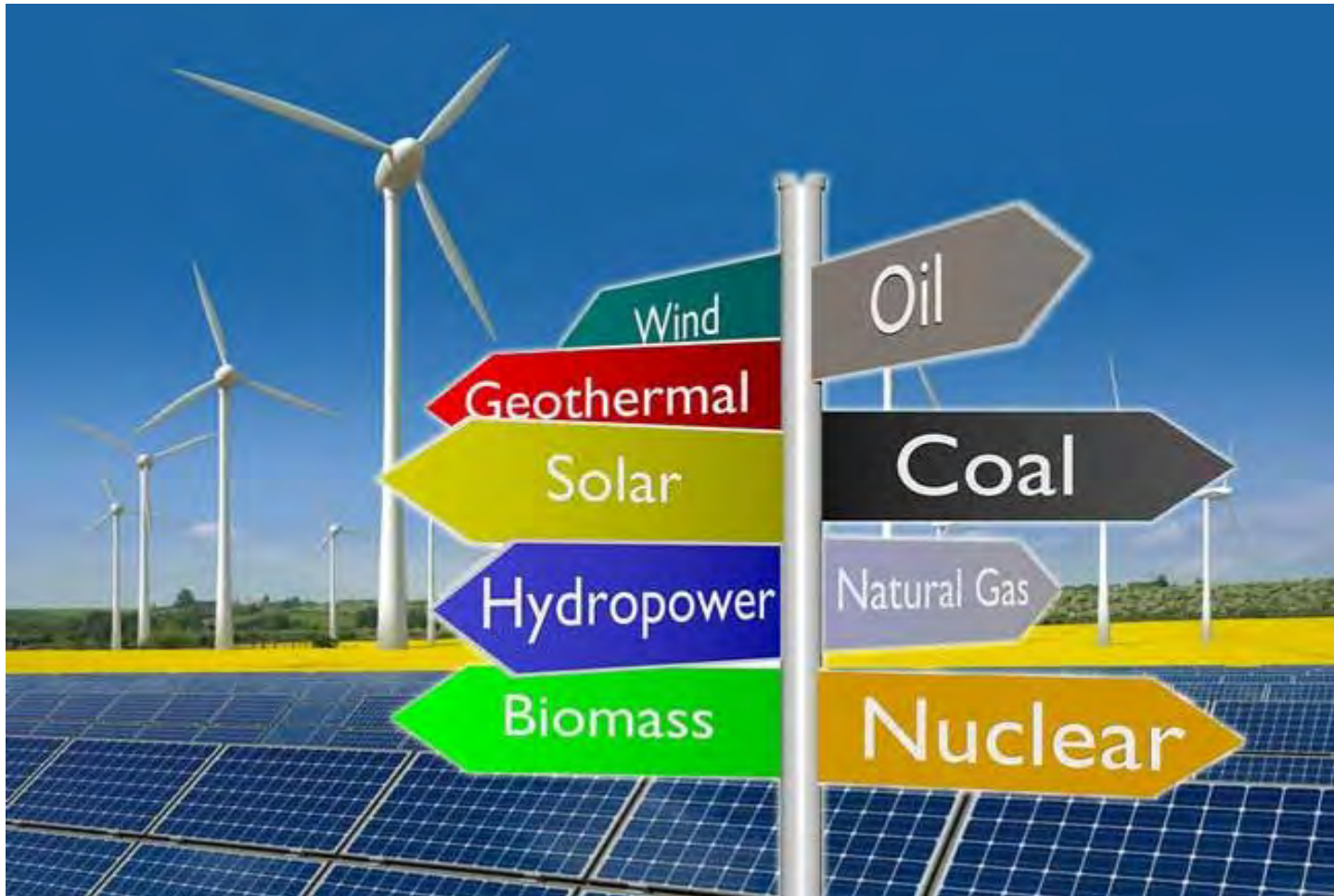
Access to and sufficiency of public utilities



Problems with public utilities:

- Absence of market competition
- Intense capital requirements
- Monopoly of distribution

Strategies and policies in securing quality of air



Appropriate energy mix to meet development needs:

- Increased use of renewable energy
- Advanced energy technologies
 - Cleaner fossil fuel
 - Use of traditional energy resources

Strategies and policies in securing quality of air



Appropriate energy mix to meet development needs:

- Reduction of air chemical pollution.
- Phase out harmful and inefficient fossil fuel because:
 - Fossil fuel contributes to air pollution.

Strategies and policies in securing quality of air



- Phase out harmful and inefficient fossil fuel because:
 - Burning of carbon-based energy sources releases carbon monoxide and other harmful air pollutants.
 - Agricultural practice of slash and burn contributes to forest fires and haze.

Product safety and environmental aspects



Need for energy efficiency measures in:

- Urban planning
- Buildings
- Transportation
- Production of goods and services
- Design of products

Waste management at home, in the community, and by business



Sources of wastewater discharges:

- Manufacturing industry
- Mining industry
- Household wastewater
- Marine pollution and debris
- Other water pollutants

Waste management at home, in the community, and by business



Waste management

- Informal waste segregation and collection need appropriate technology.
- Recycling practices need protective equipment in handling toxic and heavy metals.

Waste management at home, in the community, and by business



Waste management remains a challenge due to:

- Consumption and production patterns.
- Lack of management capabilities.
- Lack of infrastructure for waste management.

Impact of climate change



The regions' greenhouse gas emissions is far less compared to other countries.

Impact of climate change



Typhoons and calamities in the region cause damage to:

- Property
- Infrastructure
- Agriculture

Impact of climate change



Predicted impact of climate change in the region:

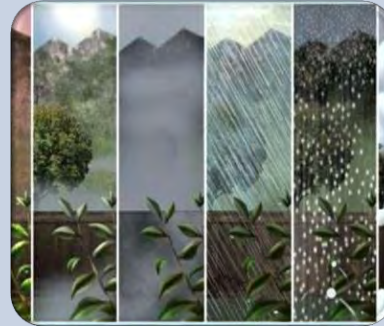
- More instances of drought
- Rise in sea levels
- Stronger typhoons

Summary of impact of climate change in Southeast Asia



Increasing temperature

- Decreased crop yields
- Increased livestock deaths
- Increased outbreak of insect pests and diseases



Variability in precipitation

- Increased frequency of drought, floods, and tropical cyclones
- Change in precipitation pattern
- Increased runoff and soil erosion



Sea level rise

- Loss of arable lands due to advancing sea level
- Salinization of irrigation water affected crop growth and yield

Impact of climate change



Climate Change Options:

- Reduce consumption of energy.
- Use efficient electrical goods.
- Shift to clean alternative energy.

Consumer education and the environment



For sustainable development:

- Broad public participation
- Access to information
- Availability of judicial and administrative proceedings
- Educational institutions to consider adopting good practices in sustainability management

Session Assessment



- Among the environmental issues discussed, which do you think is the most pressing issue in your country that you must address? Explain your answer.

Session Assessment



- Are there sufficient consumer environmental laws in your country that protect the consumers from environmental concerns? Identify a major concern and discuss it.



Environment

Session 3 – Pre-Market Interventions / Protection



Session topics / Outline

- Regulations of public utilities and securing the supply of utilities
- Self-regulation and third-party certification
- Regulations on product safety, chemical use, and imposition of bans
- Pollution regulation and permissible emissions
- Waste management at home, in the community, and by business
- Product labeling and eco-product
- Development planning
- Consumer education and skills development

Regulations of public utilities and securing the supply of utilities



Target of **access to water supply** of the Millennium Development Goals in the region:

- Likely to be achieved only for urban areas, and
- Not in rural areas by most countries.

Regulations of public utilities and securing the supply of utilities



The government regulates public utilities through:

- Price controls
- Service adequacy

Regulations of public utilities and securing the supply of utilities



Renew public ownership of public utility because objectives of private and foreign companies reflect corporate interests which may not be strategic for the common good, social needs, and environmental concerns.

Regulations of public utilities and securing the supply of utilities



Singapore: model city for water management

- Singapore's pillars of success for securing water supply:
 - Planning
 - Water Conservation
 - Community Engagement Programs

Regulations of public utilities and securing the supply of utilities



**WATER FROM
LOCAL CATCHMENT**



**IMPORTED
WATER**



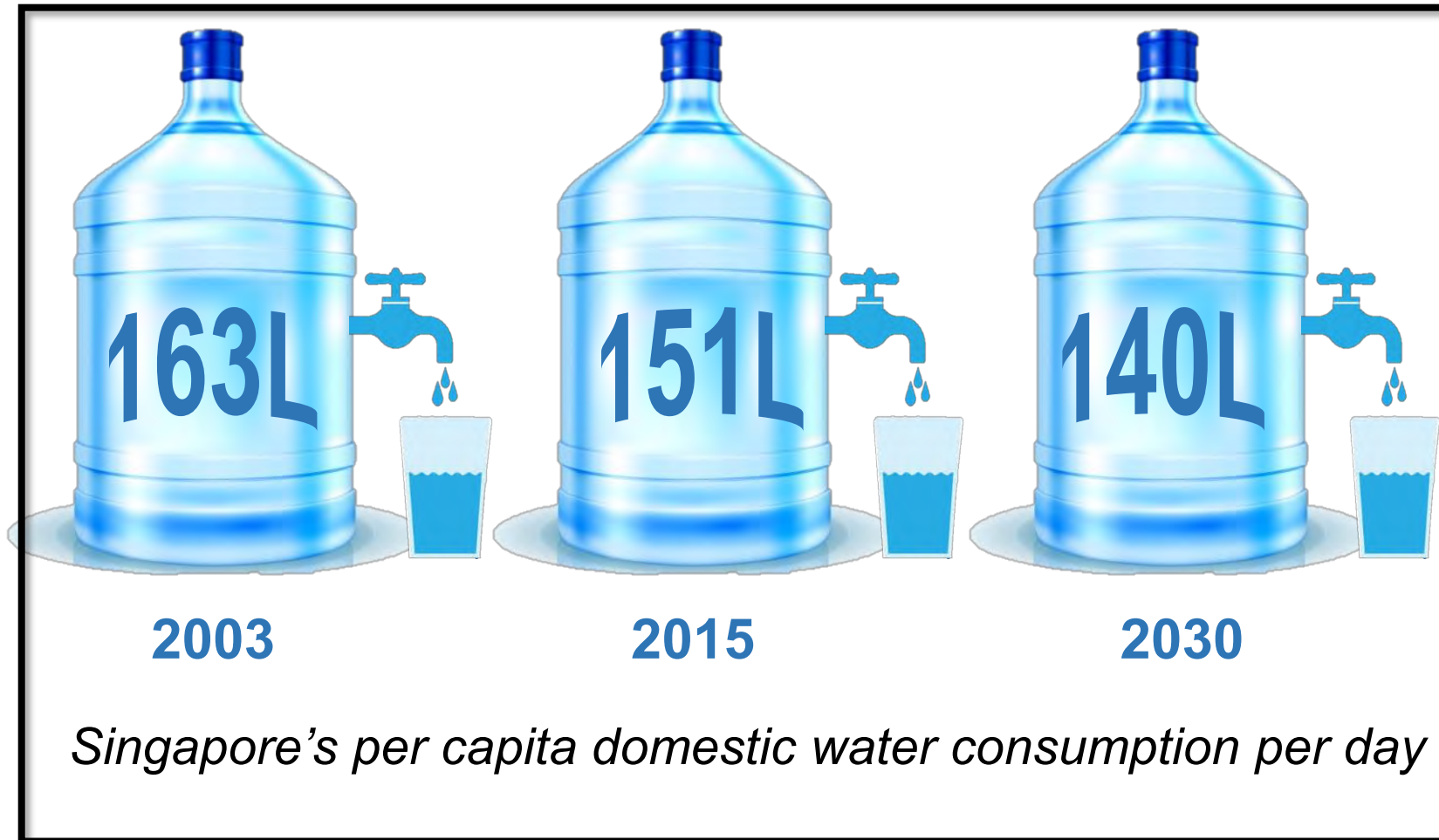
NEWATER



**DESALINATED
WATER**

- **Planning and investments** by Singapore led to a diversification of water resources of the country: **The Four National Taps**

Regulations of public utilities and securing the supply of utilities



- **Water Conservation**
Prioritized through programs that aim to promote water saving habits and Water Efficient Building Certification

Regulations of public utilities and securing the supply of utilities

- **Community Engagement Programs** – Encourage the **3P (People, Public, Private)** involvement in water management and for them to value water resource through programs such as:

Water Network Panel

High-level panel composed of representatives from stakeholders in the water industry who provide feedback about the programs and projects of PUB

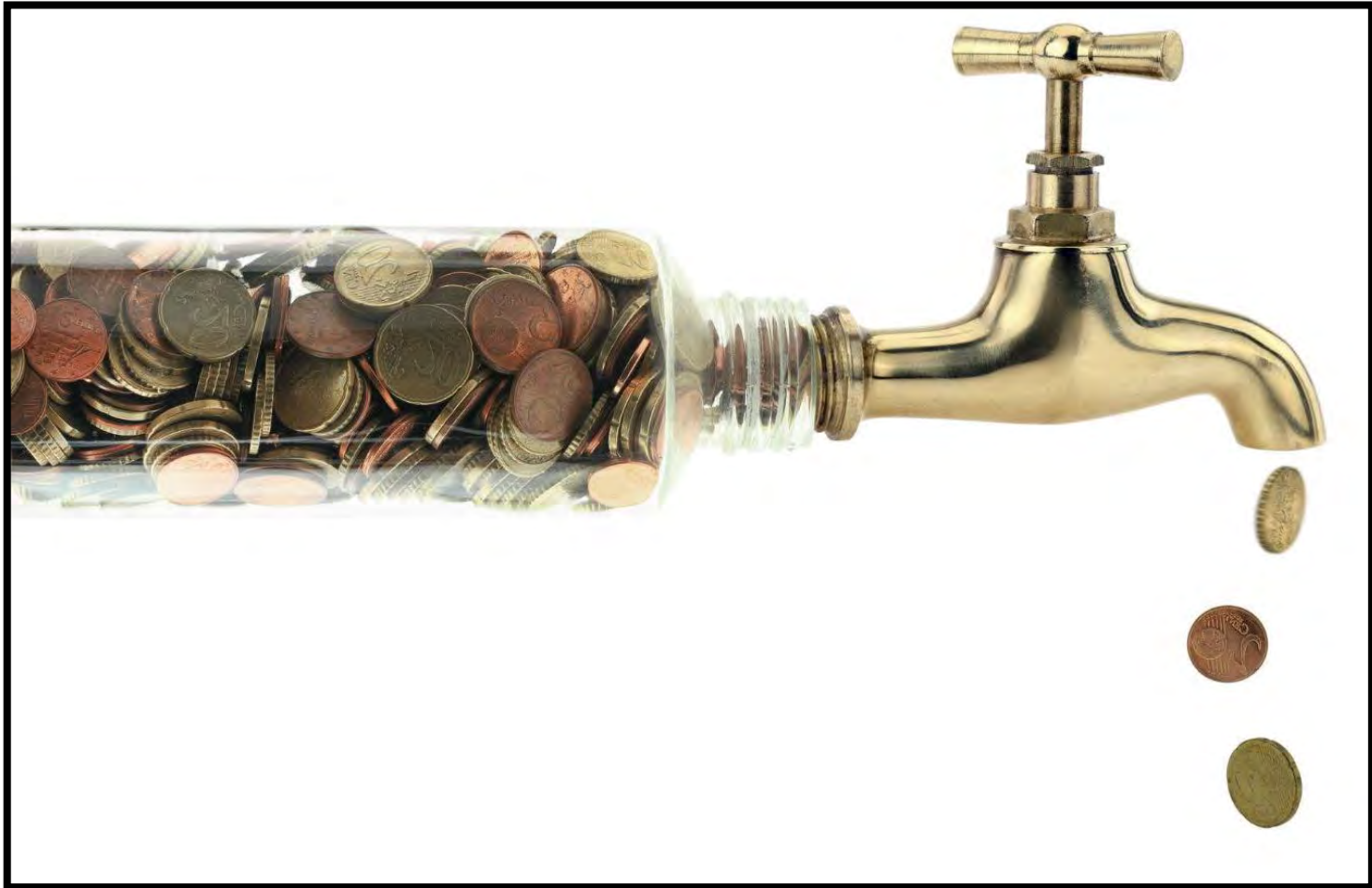
Water Conservation Programs

10% challenge and 10-Liter Challenge to encourage reducing daily water consumption

Watermark Award

Annual activity to recognize individuals and organizations for contribution to water cause

Regulations of public utilities and securing the supply of utilities



Price or cost of utility:

- Water prices should reflect the real costs of the:
 - Product
 - Treatment
 - Distribution
 - Wastewater treatment
 - Other involved processes

Regulations of public utilities and securing the supply of utilities



Price or cost of utility:

- Energy (petrol and electricity) price should reflect:
 - Product's true value since it is the sector contributing most to climate change

Self-regulation and third-party certification



Pre-market interventions in the private sector include self-regulation and certification:

- Product or service certification (e.g. ISO 14001).
- Labels (e.g. Forest Stewardship Council) and involvement in fair trade support sustainability claims of products.

Self-regulation and third-party certification



Pre-market interventions in the private sector include self-regulation and certification:

- Product registration and imposing product standards.
- Organic producers can form associations whose seal will appear in organic local produce or products that are organically grown produce.

Self-regulation and third-party certification



Greenwashing

- Certification and environmental information led to greenwashing
 - Cadbury's false claim of purchasing palm oil used in chocolates
 - Scheme operated by Book & Claim, UK: the use of green palm oil cannot be distinguished at the point of sale

Regulations on product safety, chemical use and imposition of bans

An **established guideline** prior to the introduction of a product to the market requires:



Registration of product prior to introduction to the market.



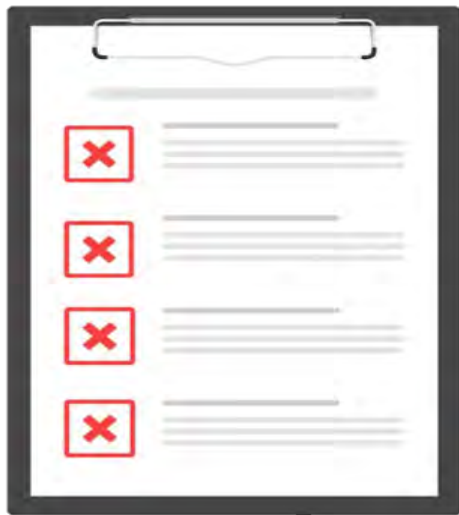
Regulation on the use and amount of chemicals allowed in a product.



Removal of incentives for polluting sectors.

Regulations on product safety, chemical use and imposition of bans

An **established guideline** prior to the introduction of a product to the market requires:



Publication by UN on a consolidated list of harmful products.



Caution for consumers on hazardous products through adequate labelling.



Use of permits in export and import of chemicals and hazardous substances.

Pollution regulation and permissible emissions



To manage environment and natural resources, the state of the environment is defined and the quality aspects are also defined

- **Air quality** is defined by:
 - particulate matter
 - ozone
 - carbon monoxide

Pollution regulation and permissible emissions



- **Water quality** parameters include:
 - Biological oxygen demands
 - Nitrates
 - Phosphates
 - Turbidity
 - pH

Pollution regulation and permissible emissions



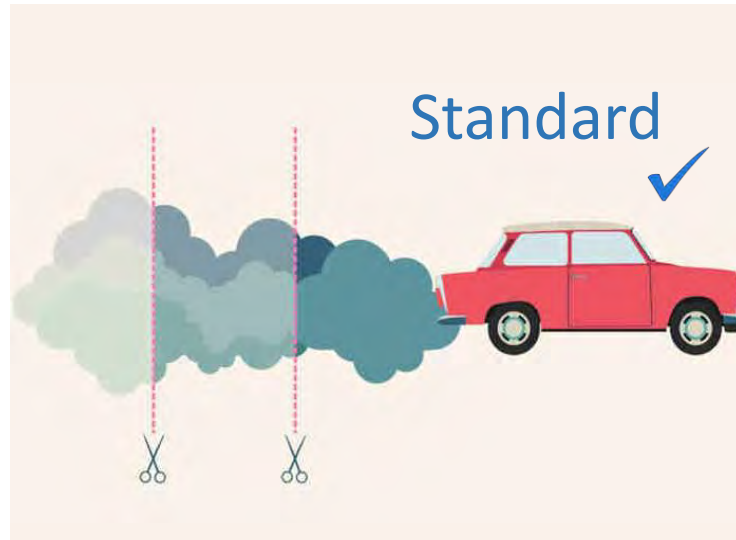
- **Quality of air and water are regulated through:**
 - A set of values and standards prescribed by the WHO to quantify air and water quality.

Pollution regulation and permissible emissions

Quality of air and water are regulated through:



Monitoring and reporting air quality in many AMS are in place.



Vehicle emission standards are also in practice.



Stricter enforcement of ban on open burning and monitoring of forest fires are needed.

Pollution regulation and permissible emissions

Quality of air and water are regulated through:

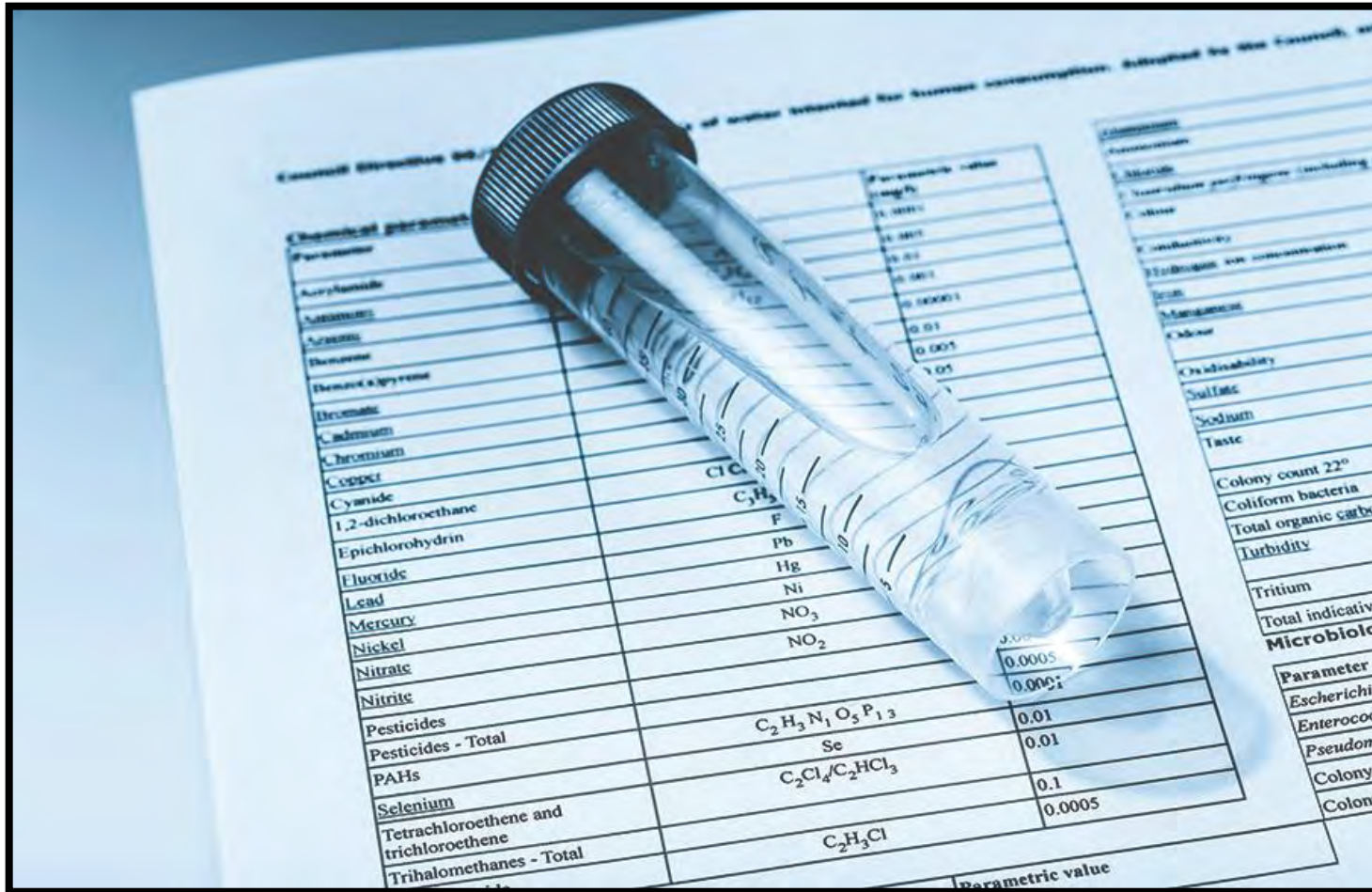


Better enforcement laws governing air and prevention of pollution are needed.



Incentive in using renewable energy sources with appropriate buy back (to the grid) electricity rates to encourage consumers.

Pollution regulation and permissible emissions



- Most AMS have:
 - Air and water quality monitoring and reporting.
 - Ambient air and water quality standard.
 - Vehicle emission standards.

Pollution regulation and permissible emissions



- AMS need better enforcement of laws governing
 - Quality of air
 - Prevention of pollution

Pollution regulation and permissible emissions



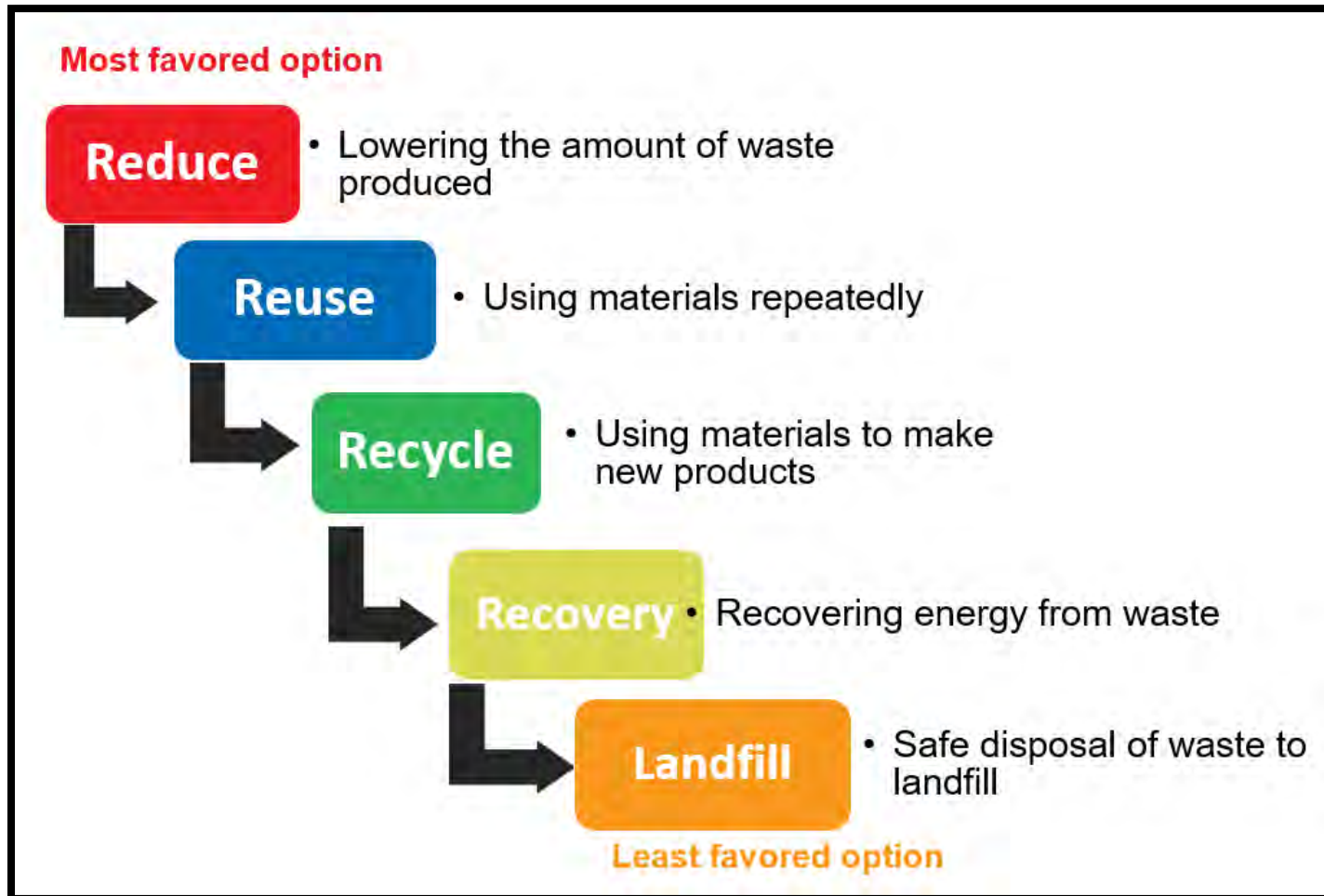
- AMS may use incentive mechanism to use:
 - Solar cells with adequate pricing incentives
 - Renewable energy to
 - lessen demand for fossil fuel
 - reduce greenhouse gas emissions

Waste Management at home, in the community and by business



- Waste management in AMS has been mostly delegated to local government which:
 - Contract private waste collection and recycling companies
 - Establish its own system

Waste Management at home, in the community and by business



- Common waste management law in the region prioritizes the 3Rs.

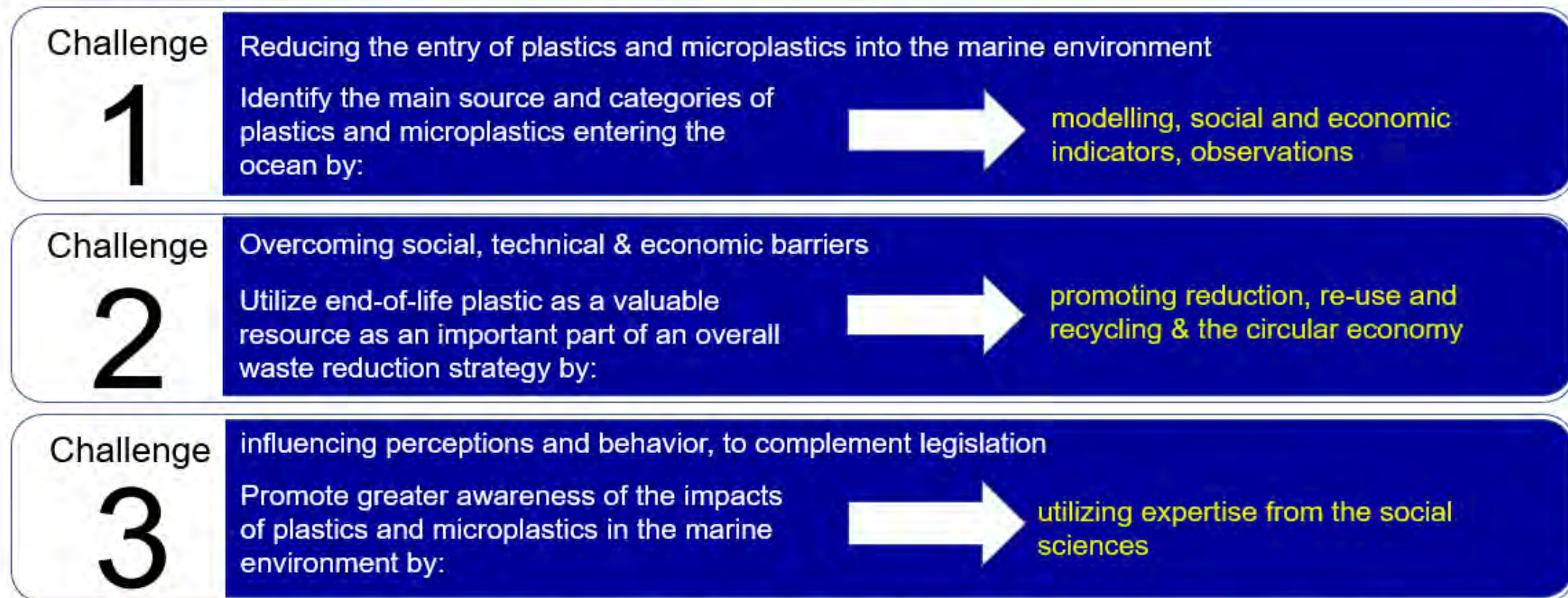
Waste Management at home, in the community and by business



- **Measures among AMS**
 - Mandatory fee on the use of plastic bags.
 - Banning plastics.
 - No mandatory recycling.
 - Initiatives to reduce waste.
 - Regulations and tools should consider the social dimension of waste management.

Waste Management at home, in the community and by business

Recommendations for action on microplastics in the ocean



Waste Management at home, in the community and by business

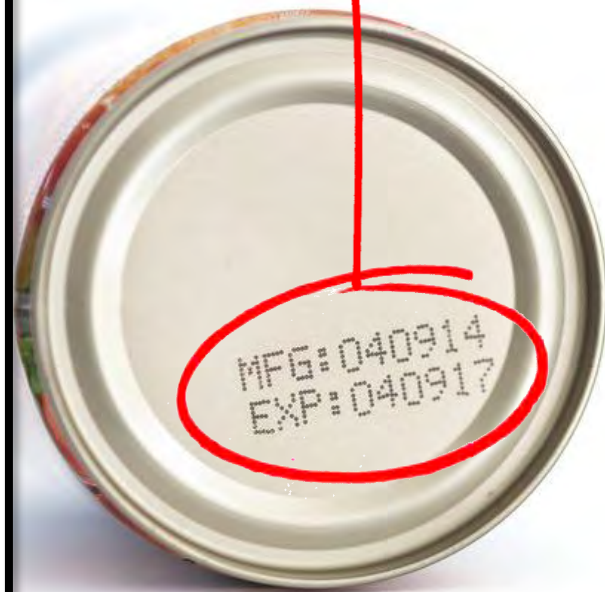


- **Market mechanism for waste management in Singapore**
 - Privatized waste management system
 - Waste management fees that are highest in the region
 - Semakau Landfill Phase 2:
 - Reclamation
 - Landfill for treated solid waste

Product labeling and eco-products

Product labels should provide applicable basic information such as:

Manufacturing and expiration date

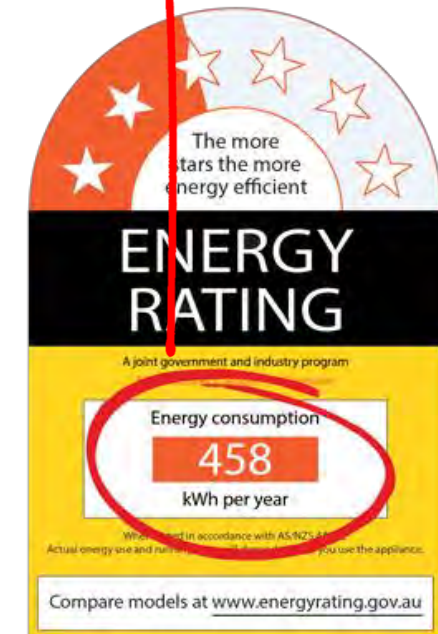


Ingredients of processed food

Company information

Recyclability

Energy efficiency

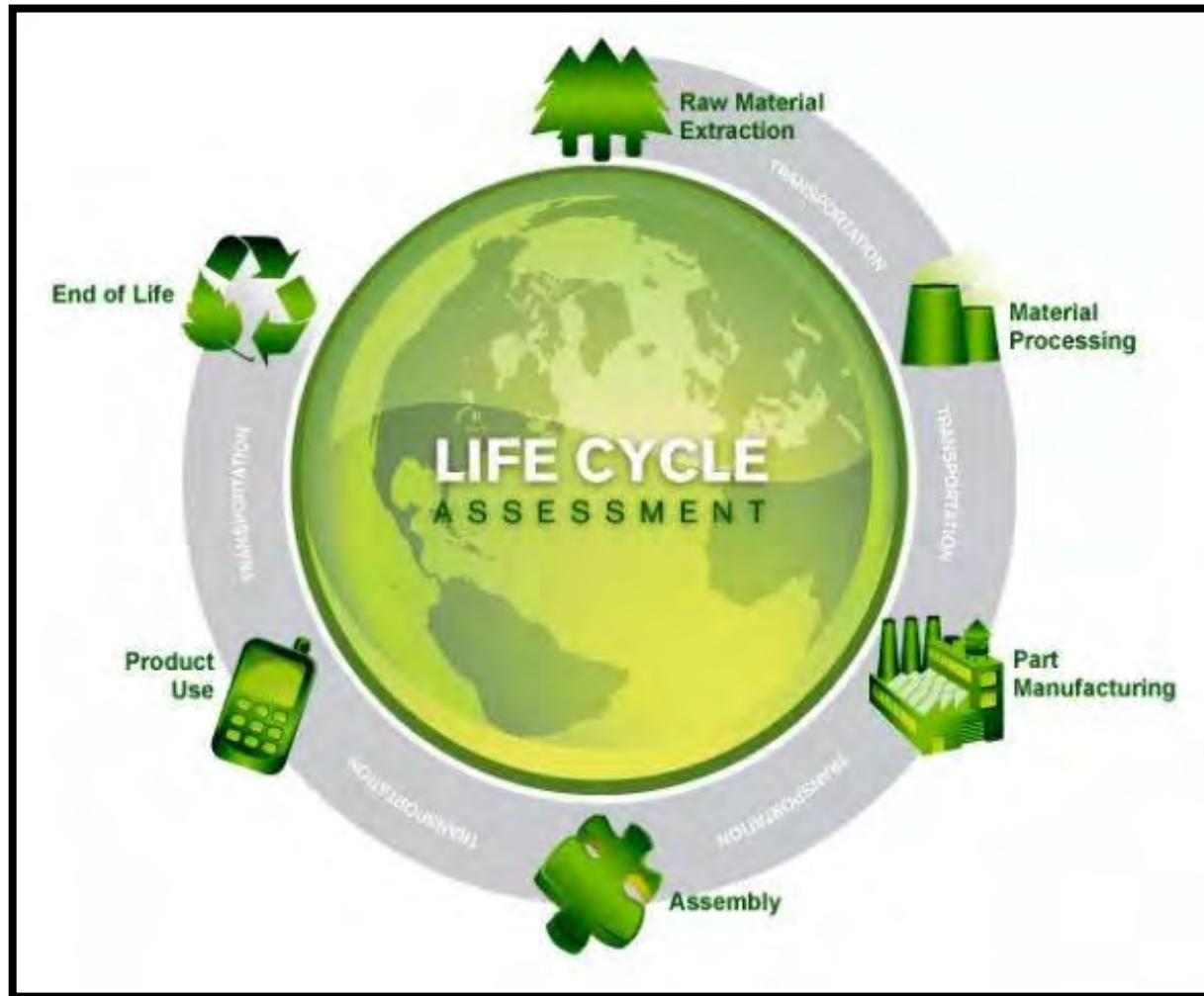


Product labeling and eco-products



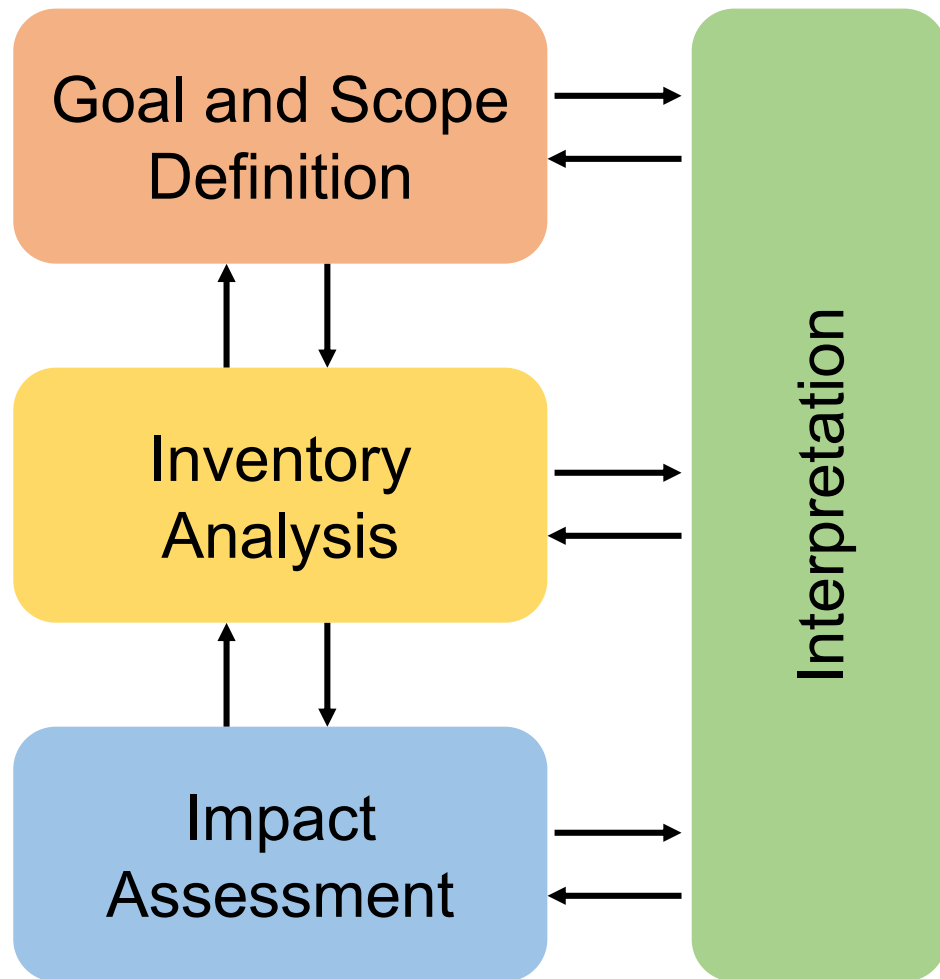
- Life cycle assessments (LCA) is the compilation and evaluation of the inputs, the outputs, and the potential environmental impact of a product system.

Product labeling and eco-products



- **Life Cycle Assessments (LCA)** assists in:
 - identifying opportunities to improve environmental performance of products.
 - informing decision-makers in industry.
 - selecting relevant indicators of environmental performance.
 - marketing (e.g. implementing an ecolabeling scheme).

Product labeling and eco-products



Four Phases of LCA:

- **Goal and Scope Definition** – product(s) / service(s) to be assessed are defined, a functional basis for comparison is chosen, and the required level of detail is defined.
- **Inventory Analysis** – energy and raw materials used, and emissions are quantified, then combined in the process flow chart and related to the functional basis.
- **Impact Assessment** – effects of the resource use and emissions generated are grouped and quantified into a limited number of impact.
- **Interpretation** - results are reported in informative way and the need and opportunities to reduce the impact of the product(s) / service(s) on the environment is systematically evaluated.

Product labeling and eco-products



Asia Pacific Roundtable on Sustainable Consumption and Production (APRSCP) on eco-labeling revealed that many countries have established eco-labeling programs.

Product labeling and eco-products



Challenges in eco-labeling:

- Inadequate promotional efforts
- Absence incentives for producing eco-labeled products
- Multiplicity of sustainability labels
- Lack of technical skills to develop national eco-labeling schemes
- Underdeveloped overall legislative facilities
- High dependence on imports of non-food items

Product labeling and eco-products



Product labeling can be a means of marketing products that are ethically produced using:

- Recycled materials
- Less water
- Less energy
- Less chemicals

Product labeling and eco-products



Eco-products:

- Are environmentally friendly
- Are made of improved raw materials
- Save more resources
- Reduce pollution

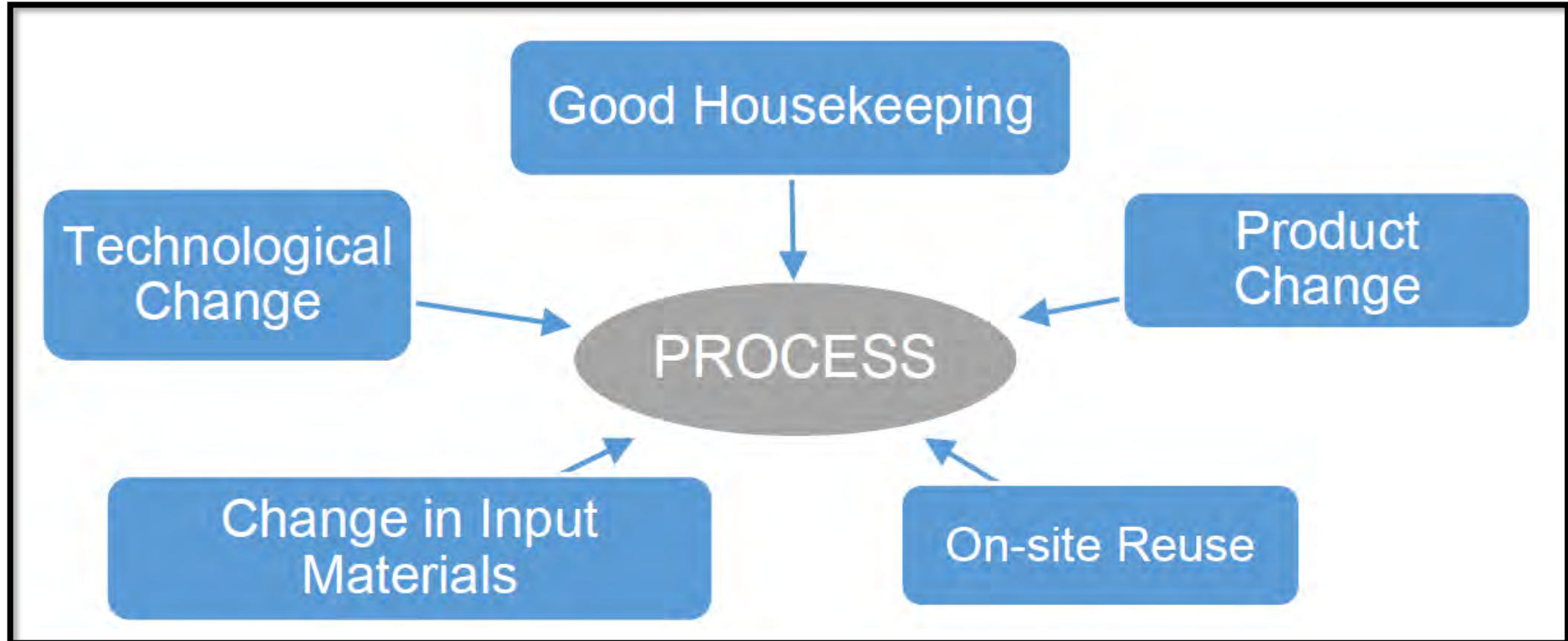
Product labeling and eco-products



Cleaner production is the continuous application of an integrated environmental strategy to processes, products, and services to increase efficiency and reduce risks to humans and the environment.

Product labeling and eco-products

Basic techniques and reengineering tools are applied by cleaner production.



Development planning



- AMS are developing tools to help prepare for the expected disasters and climate risks through:
 - Partnership with insurance firms to weather the loss from natural disasters.

Development planning



- Sustainable consumption and production tools in environmental laws and plans, utilize:
 - sustainable consumption and production tools
 - green economy
 - green investment in development planning

Development planning



- Climate change impacts prompted the requirements for:
 - Buildings to be of certain height above sea level in event of rising sea levels.
 - In Singapore, development of another desalination plant in Jurong to make use of seawater as water.

Consumer education and skills development



- **Common measures in AMS** include:
 - Environmental concerns in educational curriculum.
 - Campaigns by non-government organizations.
 - Celebration of environmental events.
 - Other national initiatives by government agencies.

Consumer education and skills development



- Consumer education and skills are needed to:
 - Make consumers aware of environmental concerns.
 - Help consumers in making informed choices and valuing sustainable lifestyles.

Consumer education and skills development

CONSUMER CHALLENGES IN ASIA: DECISION-MAKING ISSUES



What to buy: related challenges

- *Limited access to sustainably produced products and services*
- *Lack of transparency and credibility of product performance*



How to use: related challenges

- *Consumers still in the dark about low-impact product use*
- *Limited after sales support*



How to discard: related challenges

- *Lack of disposal facilities in Asia*
- *Limited take-back schemes and facilities*

Session Assessment



- Would you agree that public utilities be run and operated by the public sector? Explain your position.
- How do you encourage waste management at home, in the community, and by the business sector?



Environment

Session 4 – Post-Market Interventions / Protection



Session topics / Outline

- Post-market intervention/protection in environmental concerns
- Investigation of environmental violations
- Sanctions (violations and prohibitions, fines, and penalties)

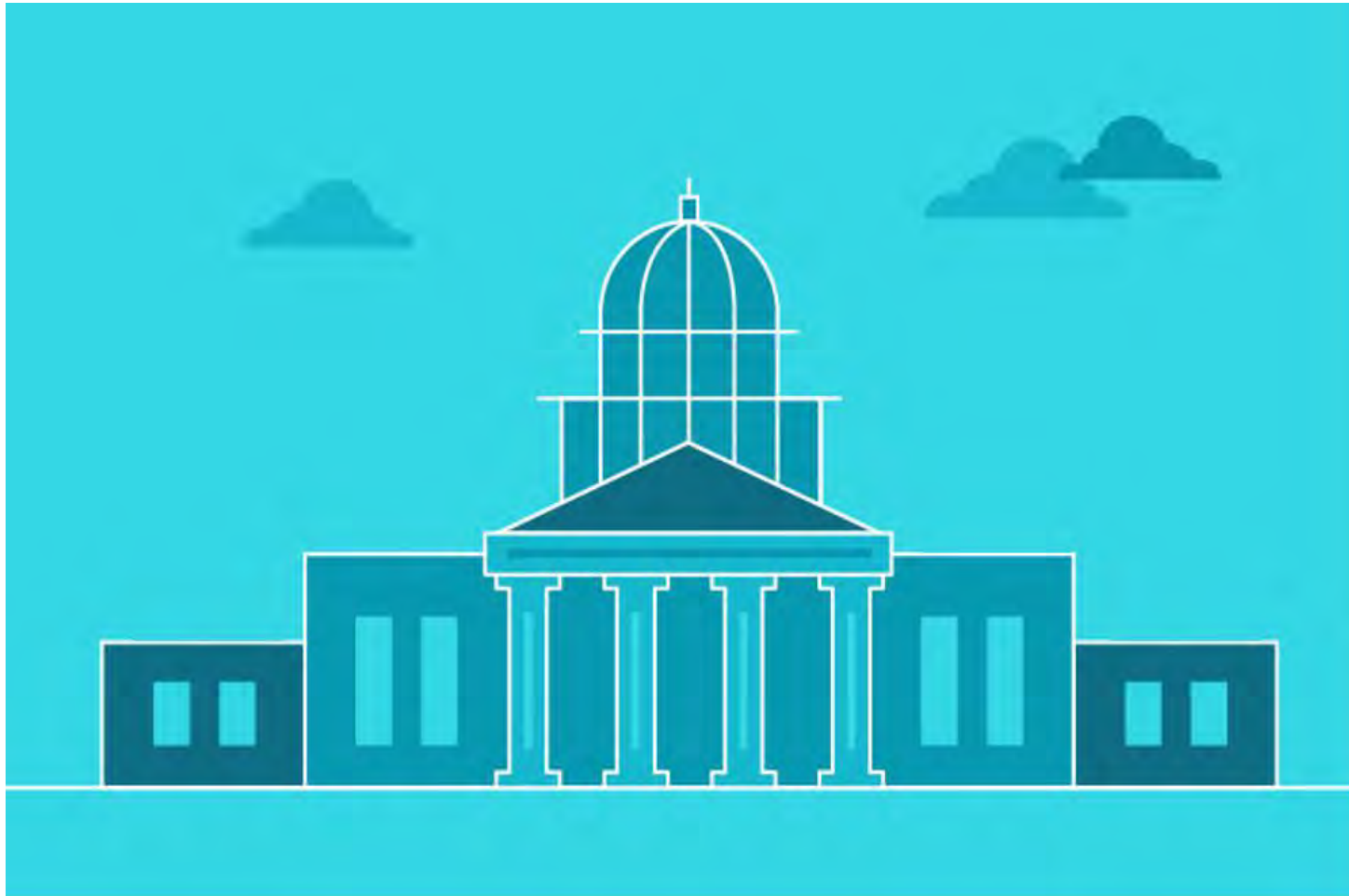
Post-market intervention / protection for the environment



Environmental laws that address pollution sources:

- Prescribe:
 - Permissible air and noise emission levels
 - Allowable level or concentration of water pollutants and water temperature prior to discharge
 - Air and water pollution treatment technologies
 - Waste management measures

Post-market intervention / protection for the environment



Environmental laws that address pollution sources:

- Reactive measures of government agencies to:
 - Control and regulate polluting activities
 - Monitor and enforce the allowable criteria for pollution
 - Review and revise criteria for implementation
 - Impose clean up measures

Post-market intervention / protection for the environment



Environmental laws that address pollution sources:

- Investigation
 - specific point sources of pollution
 - regular monitoring of air and water quality
 - monitor industrial emitters
 - monitor quality of common pool resources
 - regulate area sources of pollution

Post-market intervention / protection for the environment



Mechanisms to safeguard environmental quality:

- Investigations
- Sanctions
- Public warnings

Investigation of environmental violations



Investigations

- Scheduled and unscheduled inspection
- Prompted when there is a failure to comply with environmental laws

Investigation of environmental violations



Investigations

Example: Revised Environmental Protection Law of Lao PDR37 in 2012

- Provides for investigation of environmental pollution and creation of an agency responsible for such.
- Usually investigation rests on the Ministry of Environment and related agencies.

Sanctions



Violations, fines and penalties are indicated in the environmental and related pollution laws of AMS.

Sanctions



Example 1: Article 20 of the Law on Environmental Protection and Natural Resource Management (1996) of Cambodia requires:

- Correction of the violating activities immediately or within a specified period.
- Cessation of activities until violation has been corrected.
- Clean-up of the pollution immediately.

Sanctions



Example: Revised Law on Water Resource (2012) of Vietnam

- Allows for complainants to initiate lawsuits to administrative authorities in People's Courts.
- If there's disagreement with the resolution, complainants can file a lawsuit against the authority for disputes involving wastewater discharge, exploitation or use of water.
- Encourages grassroots resolution through mediation by the People's Committee.

Sanctions



Example: Pollution Adjudication Board of the Philippines

- Philippines has years of experience in dealing with environmental complaints.
- PAB has routinely imposed standardized fines and penalties to entities proven to violate environmental laws.

Session Assessment



- Share the most important lesson you have learned as a result of this session.
- What other strategies to protect and preserve the environment would you recommend which are not mentioned in the lecture?



Environment

Session 5 –

Redress Mechanisms



Session topics / Outline

- Redress Models with their corresponding approaches / techniques
- Management and communication tools of the Consumer Protection Agency

Redress models and their corresponding approaches/techniques



Redress mechanisms are the different approaches to the citizens' rights to petition the government to address a particular grievance for services of professional that result in injury and loss.

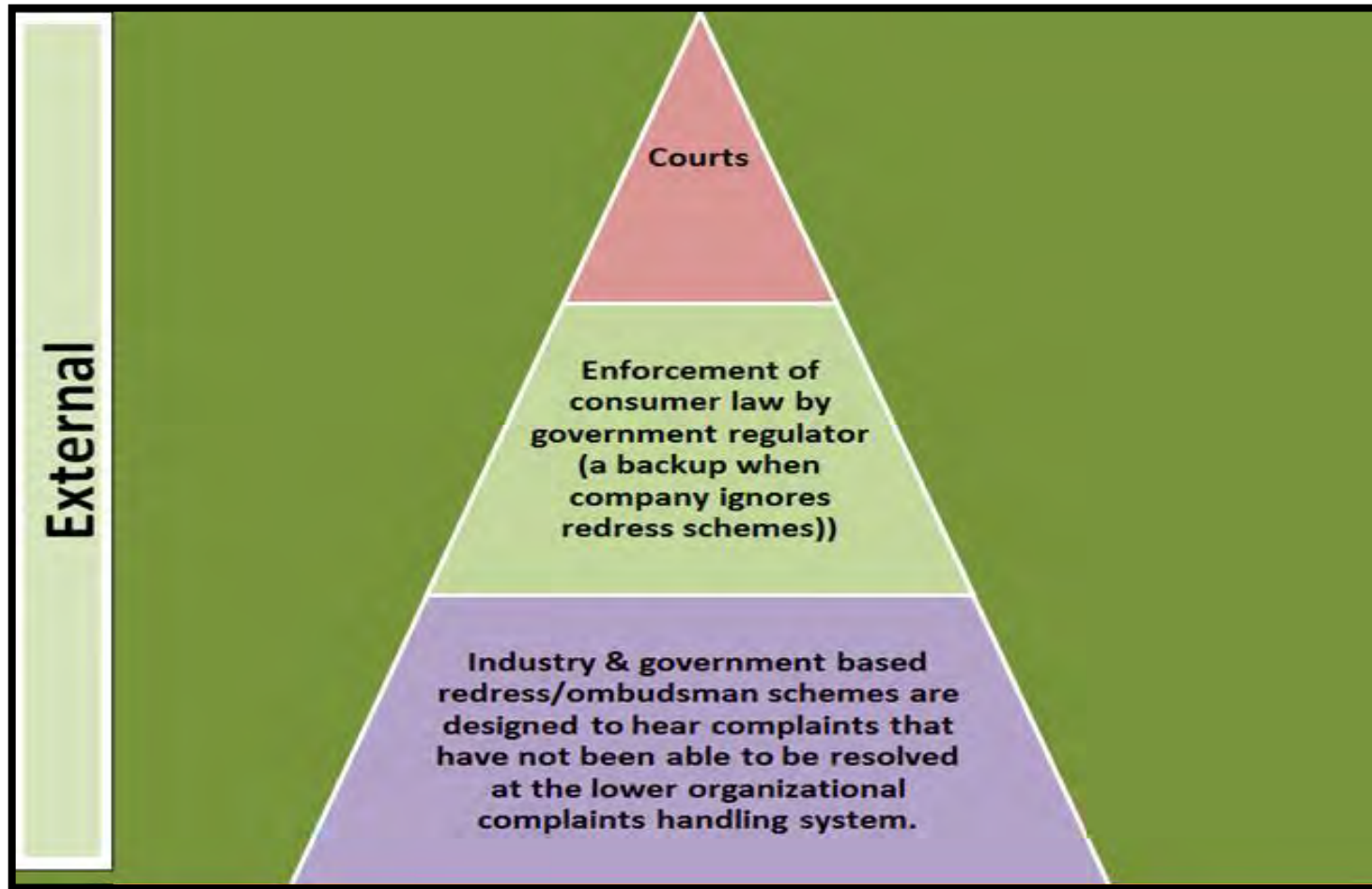
Redress models and their corresponding approaches/techniques



Model 1: Internal complaint-handling system

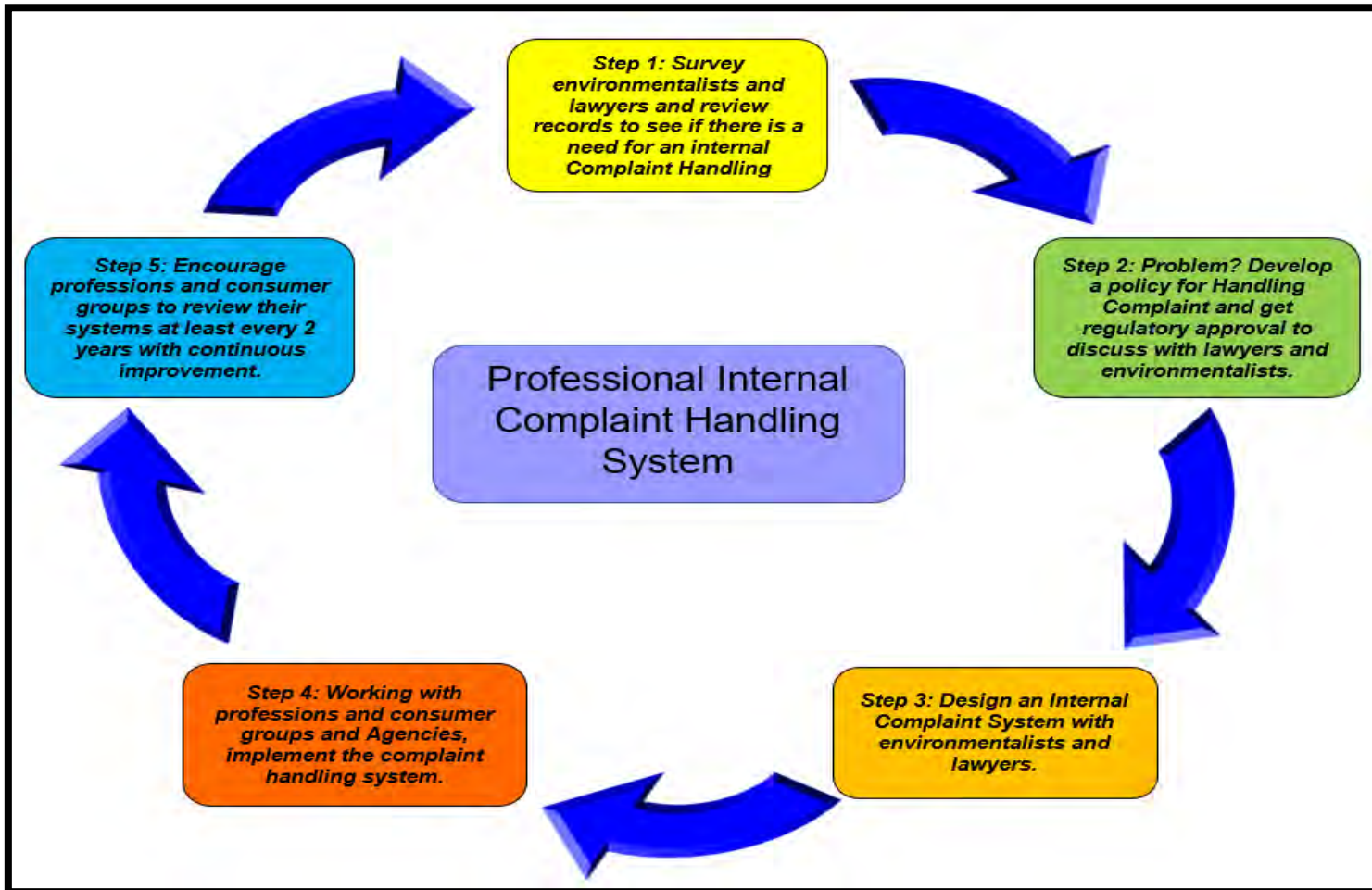
- Implemented by businesses and government agencies.
- Embodies the principles and features of complaint handling.
- Voluntary or required by law
- Appropriate for organizations of all sizes.
- Guidance in implementation can be found in international Standard ISO 10002.

Complaint and redress pyramid



Internal complaint handling systems and external consumer redress schemes

Redress models and their corresponding approaches/techniques



Model 1: Internal complaint-handling system

Step 1: Survey if system is needed

Step 2: Develop policy for discussion

Step 3: Design system

Step 4: Implement system

Step 5: Review system every 2 years and improve continuously

Redress models and their corresponding approaches/techniques



Model 2: Self-regulatory external redress schemes

- Set up with little formality.
- Usually used in the early stages of consumer policy and law implementation.
- Tend to have relatively low standards of performance.
- Are usually not enforceable, unless with contract.

Redress models and their corresponding approaches/techniques



Model 2: Self-regulatory external redress schemes

- No stakeholder engagement particularly with consumers and governments.
- Generally held in low regard by consumers and some governments.
- Interim step in developing a consumer redress scheme.

Redress models and their corresponding approaches/techniques



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Redress models and their corresponding approaches/techniques



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Redress models and their corresponding approaches/techniques



Model 3: Statutory complaint bodies

- Broad jurisdiction, usually cover most economic activities.
- Some are established to deal with a specific industry or practice.

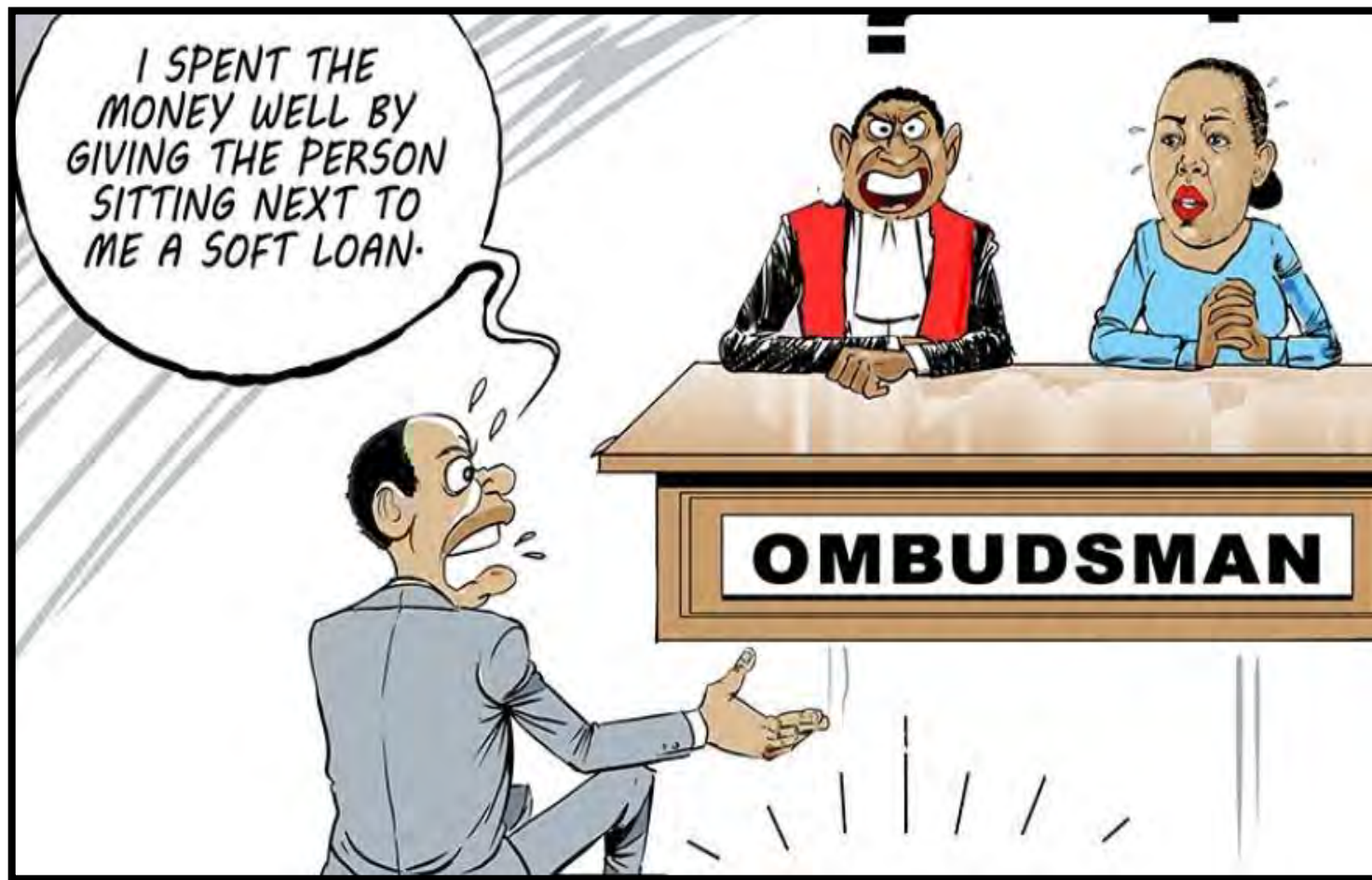
Redress models and their corresponding approaches/techniques



Model 3: Statutory complaint bodies

- Generally, part of a larger government agency responsible for policy and law enforcement.
- May be linked to industry regulators and small claims courts.

Redress models and their corresponding approaches/techniques



Model 4: Public-sector redress body (also known as Ombudsman)

- Involves contractors working in behalf of government but with no enforcement power.
- May include anti-corruption and human rights functions.
- Can deal with systemic issues of poor administration.

Redress models and their corresponding approaches/techniques



Model 5: Small claims courts or tribunals

- Designed for swift and inexpensive redress for consumers.
- Most do not permit legal representation.
- Require mediation prior to adjudication.

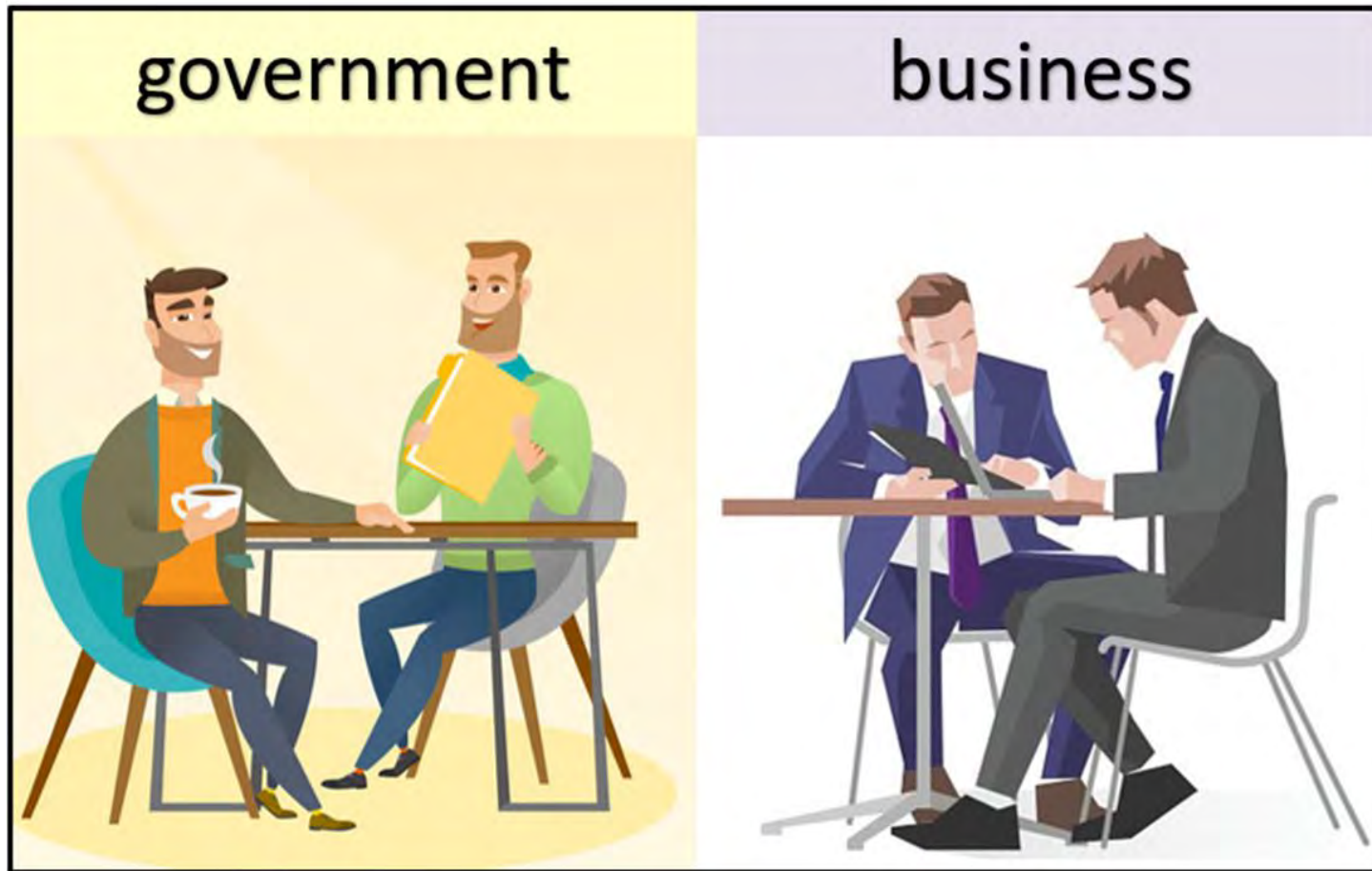
Redress models and their corresponding approaches/techniques



Model 5: Small claims courts or tribunals

- Employ Alternative Dispute Resolution (ADR) techniques.
- Judgments are enforceable in the courts.

Redress models and their corresponding approaches/techniques



Model 6: Private organization to improve consumer complaint system

- Made up of representatives from businesses and government agencies.

Redress models and their corresponding approaches/techniques

Model 6: Private organization to improve consumer complaint system



- Provides best practice training on consumer support functions (e.g. complaints handling).



- Requires senior management support.

Redress models and their corresponding approaches/techniques



Model 6: Private organization to improve consumer complaint system

- Highly effective in countries with strong domestic and international networks.
- Consistent with building a responsible and responsive business sector.

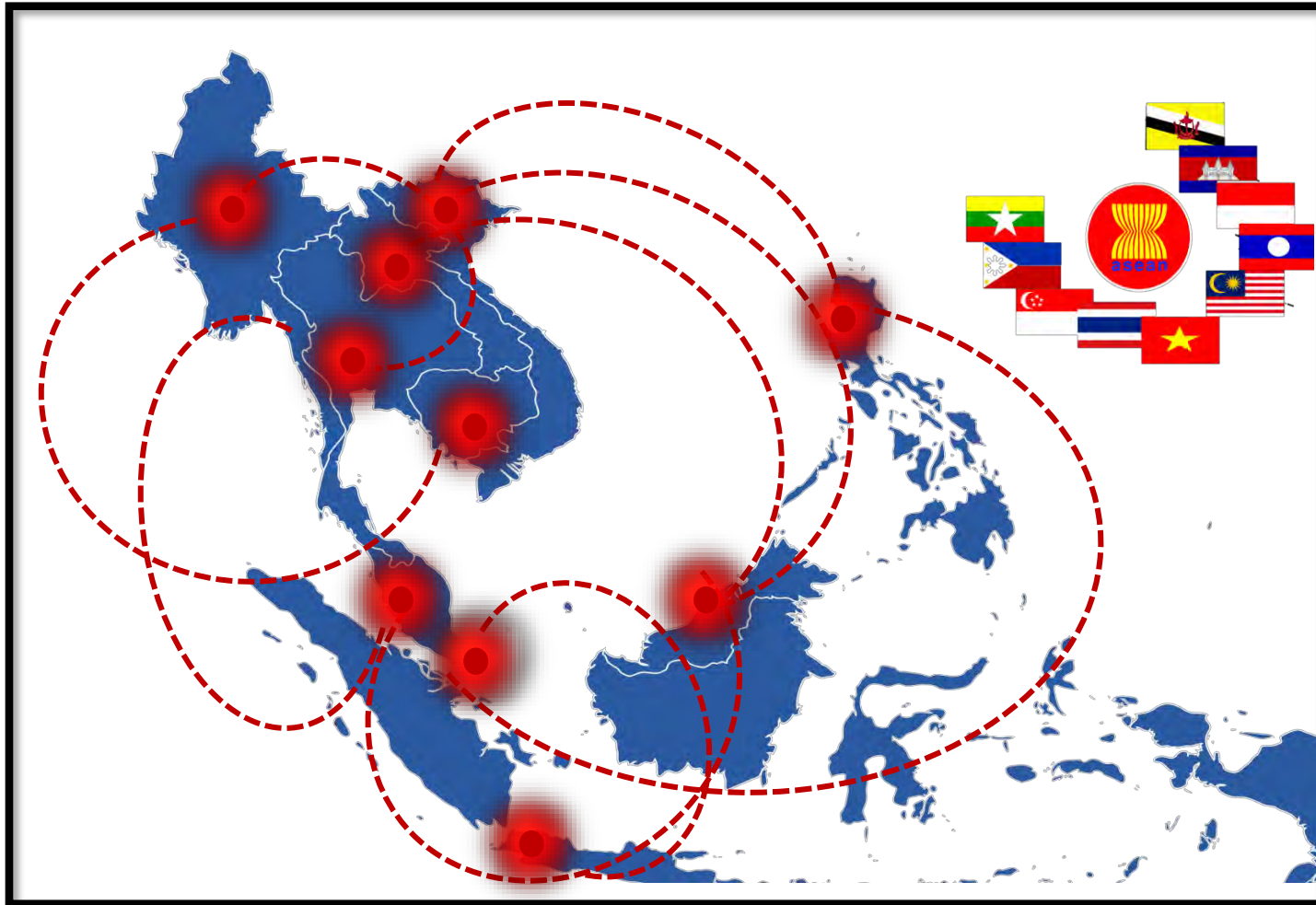
Redress models and their corresponding approaches/techniques



Model 7: Cross-border redress

- ASEAN regional facility for cross-border complaints.
- Employs strategic approach toward consumer protection.

Redress models and their corresponding approaches/techniques



Model 7: Cross-border Redress

- Contains policy measures and detailed priority actions, including development of:
 - Notification and information exchange mechanism by 2010

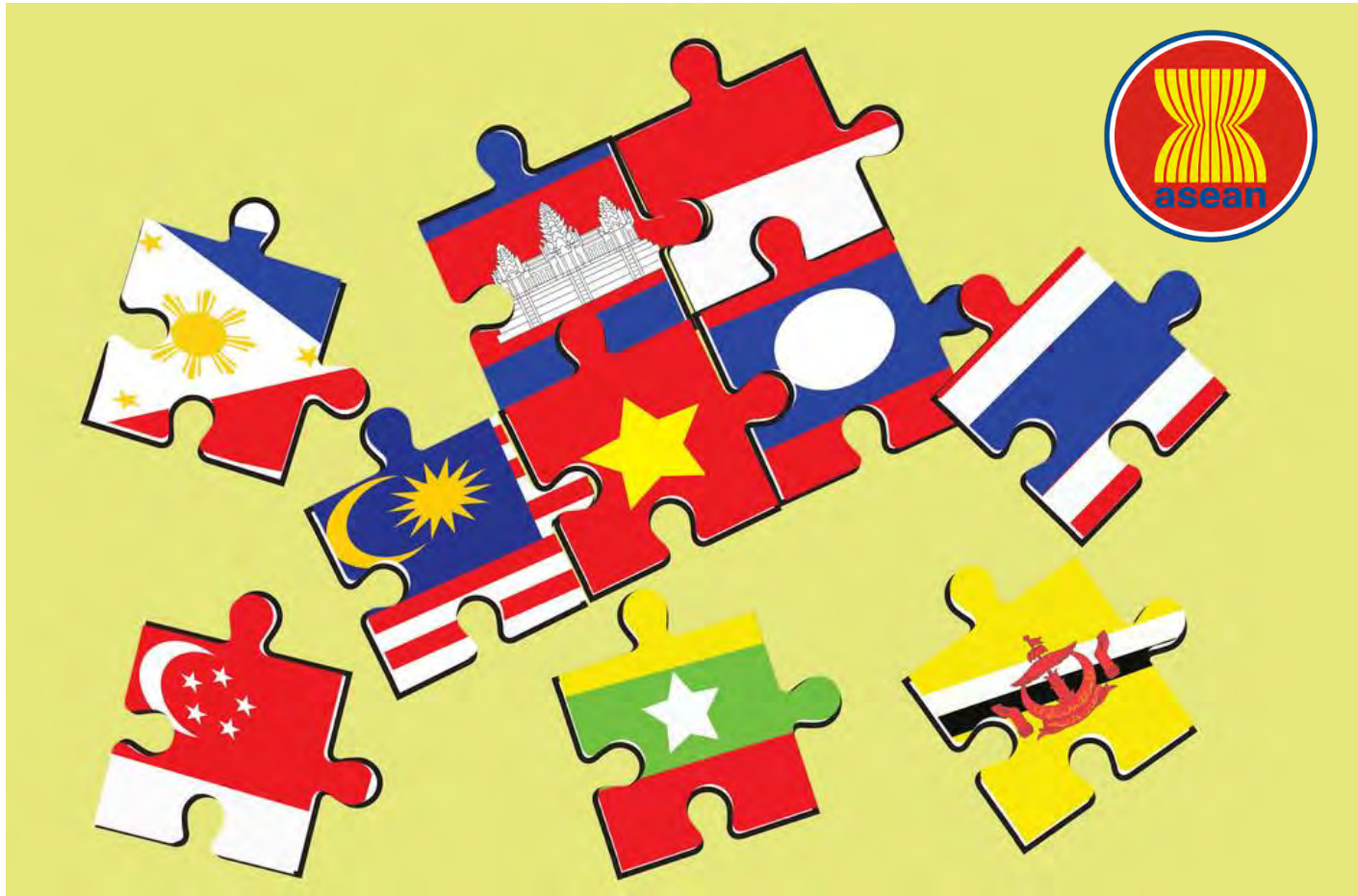
Redress models and their corresponding approaches/techniques



Model 7: Cross-border Redress

- Contains policy measures and detailed priority actions, including development of:
 - Cross-border consumer redress mechanism by 2015
 - Strategic roadmap for capacity-building by 2010

Redress models and their corresponding approaches/techniques



Cross-border access to justice

To date, no single model suits all AMS. Guidelines therefore, should be taken to assess the current consumer protection framework of each ASEAN member state.

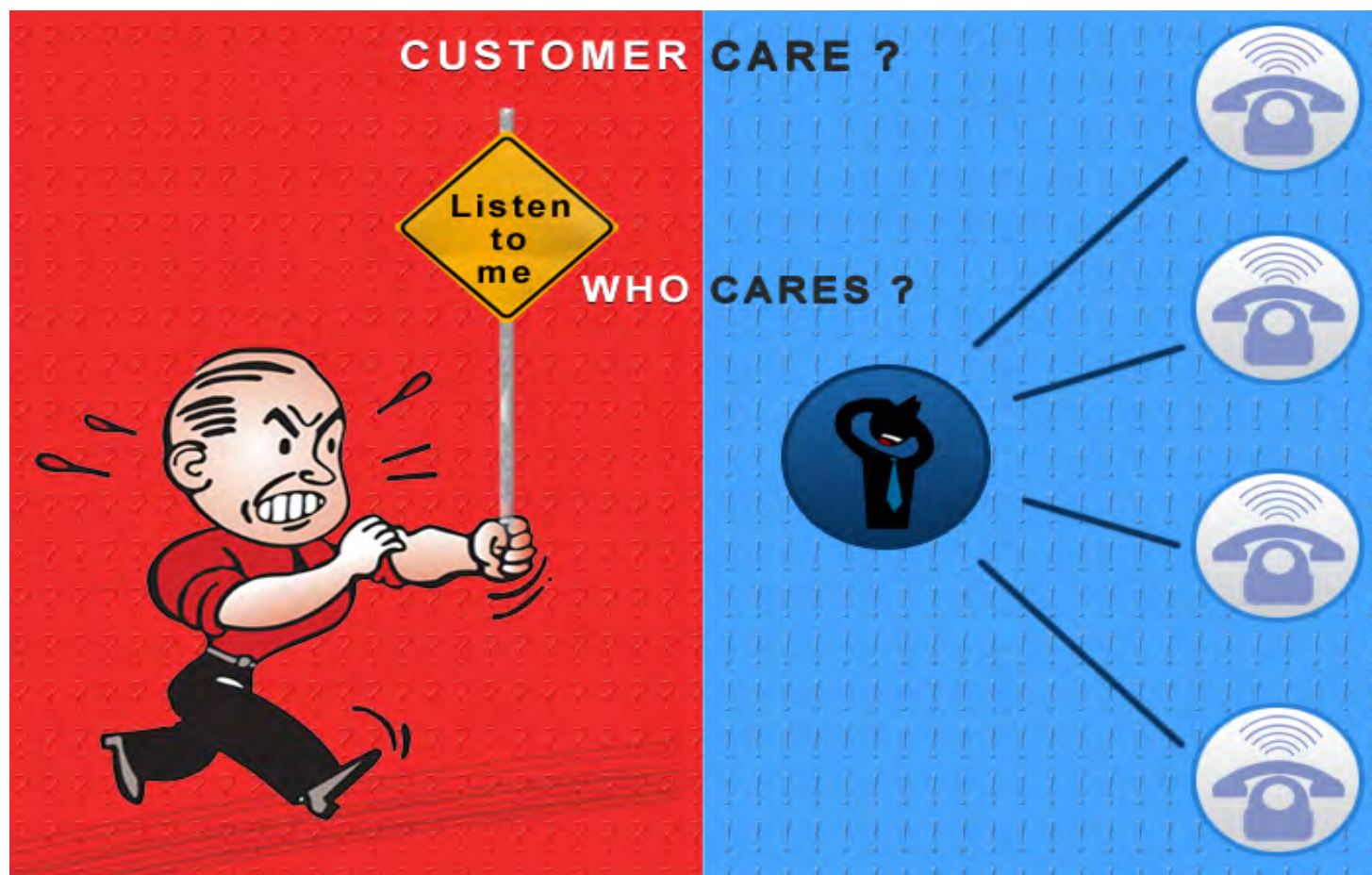
Redress models and their corresponding approaches/techniques



Considerations to determine the stage of development for implementation:

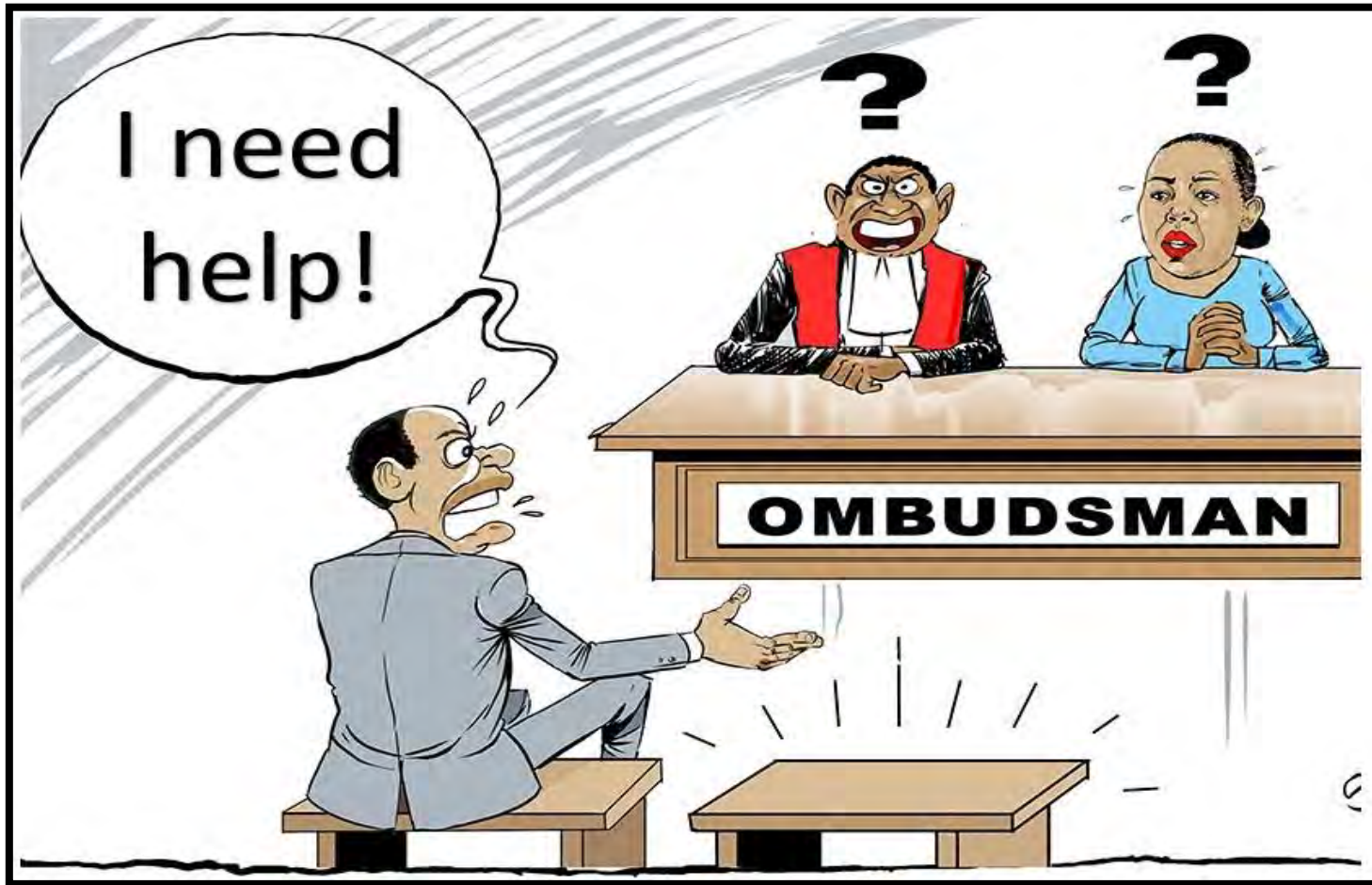
- Little or no measure for consumer redress.
- Basic professional admission/striking off provisions for gross negligence or dishonesty.

Redress models and their corresponding approaches/techniques



- Agreement within the jurisdiction on the need to respond to consumer complaints against health care providers.
- Growing consumer pressure with the establishment of complaint and redress schemes.
- Professional associations' involvement in complaint and redress schemes.

Redress models and their corresponding approaches/techniques



- Government intervention or threats to establish consumer redress schemes.
- Creation of industry ombudsman or other industry-based schemes.
- Best-practice complaint systems and redress schemes.

Redress models and their corresponding approaches/techniques



The seven models incorporate the approaches of:

- Alternative Dispute Resolution (ADR)
- Ombudsman
- Arbitration
- Mediation
- Group actions / Class suits
- Cross-border access to justice

Management and Communication Tools of CPA



Consumer Awareness and Education

Key role and responsibility of CPA and other sector regulators:

- Help consumer become aware of their rights, including with respect to product safety.

Management and Communication

Tools of CPA



Consumer Awareness and Education

- Consumers should be informed of:
 - Their rights to safety
 - Available remedies if they encounter unsafe products
 - How to access remedies
 - Where to go for further advice

Management and Communication Tools of CPA



Consumer Awareness and Education

- Information dissemination targeting specific groups:
 - The general public
 - Women and homemakers
 - Students
 - Rural communities

Management and Communication Tools of CPA



Tools for information dissemination:

- Website and social media
- Media campaigns and public events
- Printed leaflets/booklets, etc.
- Partnership programs with Civil Society Organizations
- Toll-free consumer hotline
- Annual reports

Management and Communication Tools of CPA



IT-Based Consumer Complaints Registration System

An efficient and effective means of complaint handling should at the very least have:

- Basic information on common consumer complaint areas

Management and Communication Tools of CPA



- Categorized consumer complaints according to areas with reference number
- Standard letters with blanks to fill in information for different types of complaints
- Inter-agency contact information to enable easy referral

Management and Communication Tools of CPA



Inter-Agency Collaboration

- Coordination among central and local CPA authorities is a major challenge in countries with new consumer protection law regimes.

Management and Communication Tools of CPA

Inter-Agency Collaboration



- Major challenges exist in countries that have limited financial resources.



- Major challenges exist in countries with permitted high levels of decentralization.

Management and Communication Tools of CPA



Inter-Agency Collaboration

- Collaboration with related agencies, courts, and other concerned organizations.
- Collaboration with regional and international bodies.

Management and Communication Tools of CPA

Converting Consumer Complaints to Consumer Policy



Retrieve data from
registration system



Analyse data and
write report



Propose policy action
from data analysis

Session Assessment



- Share the three most important learnings you have gained as a result of this Session.
- How can you apply these learnings in your work related to consumer protection?