



India to Chair UNCTAD's Ninth Session of Intergovernmental Group of Experts on Consumer Protection

India to lead global deliberations on consumer protection; to participate in launch of the United Nations Principles for Consumer Product Safety

प्रविष्टि तिथि: 05 JUL 2026 1:30PM by PIB Delhi

India will chair the **Ninth Session of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy**, organised by the **United Nations Trade and Development (UNCTAD)** at the Palais des Nations, Geneva, Switzerland, from **06 to 08 July 2026**. The Session will bring together Member States, international organisations, consumer protection authorities, academia and other stakeholders to deliberate on emerging issues in consumer protection law and policy.

The Intergovernmental Group of Experts (IGE), constituted under the **United Nations Guidelines for Consumer Protection**, is the principal intergovernmental platform for cooperation and dialogue on consumer protection law and policy.

India has been actively contributing to international discussions on consumer protection. During the **Ninth United Nations Conference on Competition and Consumer Protection**, held in Geneva in July 2025, the Department of Consumer Affairs shared India's experience in cross-border consumer dispute resolution, highlighting the **National Consumer Helpline (NCH)** and its pre-litigation convergence model.

The Government of India will be represented by **Smt. Nidhi Khare, Secretary, Department of Consumer Affairs**, who has been invited by UNCTAD to chair the Ninth Session. As Chairperson, she will preside over the three-day deliberations and guide discussions among Member States on key global consumer protection priorities.

Key highlights of the Session include:

- Launch of the **United Nations Principles for Consumer Product Safety**, adopted by the United Nations General Assembly in December 2025.
- High-Level Fireside Chat on "**Why the Principles Matter**", in which India will participate.
- Discussions on implementation of the **United Nations Guidelines for Consumer Protection (UNGCP)** by Member States.
- Deliberations on consumer information and education, sustainable consumption, enforcement of consumer protection law in global markets, and cross-border consumer protection.
- Voluntary Peer Review of Argentina's consumer protection law and policy.
- Review of recent legal and institutional developments, capacity-building initiatives and adoption of the report and provisional agenda for the next Session.

Over the last fourteen months, the National Consumer Helpline has facilitated refunds of more than **₹91.77 crore** across **36 sectors** by resolving over **1.47 lakh refund-related grievances** before they reached litigation.

The Department has also strengthened consumer dispute resolution through **e-Jagriti**, an AI-enabled digital platform that enables online filing of complaints, virtual hearings, electronic case management and digital access to proceedings. The platform also enables **Non-Resident Indians (NRIs)** and consumers residing abroad to pursue consumer complaints digitally, supporting cross-border consumer dispute resolution. India's chairing of the Ninth Session reflects its continued engagement in strengthening international cooperation and advancing effective consumer protection frameworks.

RT/ SB / ARC

(रिलीज़ आईडी: 2281247) आगंतुक पटल : 1093

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Urdu , हिन्दी , Tamil , Kannada , Malayalam