

PROTECT Pulse



GIZ Project Consumer Protection in ASEAN II (PROTECT II) Quarterly Newsletter

BUYERS BEWARE!

End of 2023 was marked with a number of key events on consumer protection, notably Consumers International Global Congress and the 27th ASEAN Committee on Consumer Protection Meetings.

As we welcome the new year, this edition of **PROTECT Pulse** covers a wrap up of activities carried out during the period of October 2023 to early January 2024 under the GIZ-implemented PROTECT II project as well as a glimpse into the upcoming activities planned for 2024.

PROTECT II is commissioned by German Federal Ministry for Economic Cooperation and Development (BMZ) to promote "pro-consumer", innovative, and up-to-date consumer protection regulations and measures at the national and regional levels.

Project Updates

27th ACCP Meetings, UCT Guideline Validation Workshop, and ACAN Consultation



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From 20 to 24 November 2023, GIZ supported the ASEAN Committee on Consumer Protection (ACCP) in arranging a series of meetings in Siem Reap, Cambodia:

- 27th ACCP and 10th Project Steering Committee (PSC) Meetings
- ASEAN Unfair Contract Terms (UCT) Guidelines Validation Workshop
- 5th ASEAN Consumer Association Network (ACAN) Consultation

Highlights from the meetings include sharing feedback towards finalising the ASEAN UCT Guidelines as well as exchanging insights with consumer associations on emerging consumer issues e.g., online scams.

ACCP Website Refresher Workshop

Over the past years, GIZ has provided continuous support to enhance the functionality of selected features, user navigation, and visual appeal of the ACCP website (<https://aseanconsumer.org/>). To ensure all country administrators are well-informed about the key features, a website refresher workshop was conducted on 6 December 2023.

Stakeholder Consultations for the ASEAN Peer Review

Thailand, through the Office of Consumer Protection Board (OCPB) as its national ACCP focal point, has volunteered to undergo the 2nd ASEAN Peer Review on Consumer Protection. As part of this process, multi-stakeholder consultations were held to obtain insights from the public, private, and civil society. In December 2023, a series of consultations took place involving entities such as the Office of National Broadcasting and Telecommunications Commission (NTBC), the Thailand Consumers Council (TCC), and OCPB.



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International Roundtable Dialogues with BMUV



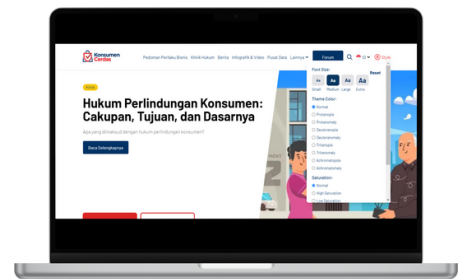
GIZ and the Federal Ministry for Environment, Nature Conservation and Nuclear Safety (BMUV) arranged the 5th and 6th roundtable dialogues on 10 October and 19 December 2023. These dialogues brought together consumer protection experts from various regions, including Australia, the European Commission, Germany, Indonesia, and others. The 5th roundtable centered around the topic of gender and consumer protection, whereas the 6th roundtable delved into the importance of the right to repair.

The Launch of CCF Complaint Mobile App and Accessibility Features of *KonsumenCerdas.id* Microsite

The public launch of the new complaint app by the Consumer Protection Competition and Fraud Repression Directorate-General (CCF) Cambodia took place on 3 January 2024. In addition to filing complaints, users can use this app to access legal documents and seek relevant information. The development of this app has been supported by GIZ. Further details: tinyurl.com/LaunchCCFApp



In a similar manner, GIZ has been supporting the upgrading of *KonsumenCerdas* microsite to be more accessible for persons with disabilities, especially those with visual impairments. The microsite caters to various information, such as consumer protection regulation data centers in Indonesia, self-assessment for online business, and more. Following User Acceptance Testing (UAT) conducted with disability communities in December 2023, the microsite is now prepared for public use. Check out the website at konsumencerdas.id.



In-House Training for CCF Cambodia Officials and the 1st Round of Mediator Training for BPSK from Selected Provinces in Indonesia



CCF held a training on competition and consumer protection laws at CCF Headquarter from 31 October to 2 November 2023. CCF officials and university lecturers participated in the training. Read more: shorturl.at/diCP9



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Similarly, the 1st round of mediator training for Consumer Dispute Resolution Bodies (BPSK) was held in Bandung, Indonesia on 20 to 25 November 2023. The training was attended by 21 BPSK members from Java and Sumatera regions. Further details: tiny.cc/kfmtvz

New Publications



Regional Report on Needs and Gaps of Consumer Dispute Resolution in ASEAN



Policy Brief Post TikTop Shop Shutdown in Indonesia, Takeaways for Consumers



Consumer Association Establishment in Cambodia: Follow Up Meeting



Photo © CCF

As a follow up to the 5th ACAN Consultation, CCF and GIZ arranged a meeting on 20 December 2023 to exchange ideas on a way forward to establish consumer association in Cambodia in 2024.

Consultation Meeting on the Implementation of Consumer Protection Work in Lao PDR

On 16 November 2023, consumer protection focal points in Lao PDR, including the Ministry of Industry and Commerce, Ministry of Health, Ministry of Agriculture and others, met in Luang Prabang to review their work in consumer protection. For future endeavors, they will formalise an official agreement on consumer focal points.



Photo © GIZ

Monetary: Financial Literacy Game

Monetary, a mobile game to test one's financial management skills, has been officially released to Indonesian public! This game provides consumers with a fun way to learn about financial literacy. The development of Monetary has been supported GIZ. Download here: cutt.ly/CIPS-Monetary

News Digest

Consumers International Global Congress 2023

Consumers International organised a global congress from 6 to 8 November 2023, joined by 600 individuals both in person and online. The congress comprised of 30 impactful sessions, featuring over 100 speakers who addressed various key consumer concerns including digitalisation, finance, energy, and food. Further details: tiny.cc/CIGlobalCongress

ASEAN Economic Community Post 2025 Survey

ASEAN is conducting a survey to gather information on how ASEAN has contributed to the regional economy in the last ten years, as well as the aspirations for ASEAN beyond 2025. This survey is open to the general public and is accessible in 9 different languages. The implementation of this survey is supported by GIZ. Participate here: tinyurl.com/AECPPost2025Survey

Indonesia Fintech Summit & Expo

The Indonesian Fintech Summit & Expo, an annual highlight of National Fintech Month, is held by the Indonesian Sharia Fintech Association (AFSI) and the Indonesian Fintech Association (Aftech). Mahendra Siregar, the chairman of the Financial Services Authority's (OJK) Board of Commissioners, urged fintech sector to focus on consumer protection to boost sustainability. Continue reading: <https://shorturl.at/FPT46>

? What's in Store for 2024

Expect a number of exciting milestones as part of PROTECT II's support for ACCP e.g., the [launch of new regional ASEAN information campaigns](#) and the [4th ASEAN Consumer Protection Conference](#) scheduled for June 2024! Many activities are also planned at the national level: from 22 to 23 February 2024, we will support the [ASEAN Chief Justice \(CACJ\)](#) in partnership with the Supreme Court of Indonesia. In Lao PDR, we are supporting the amendment of [Consumer Protection Agreement](#). In Viet Nam, pipeline activities include [dissemination and outreach activities on the amended law](#) as well as [technical exchanges on institutional enforcement mechanisms](#) in Lao PDR. Finally, in Cambodia, we will be introducing a [pilot consumer champions](#) program.

Contact:

Florian Miß

Head of Project / Principal Advisor

Consumer Protection in ASEAN II (PROTECT II)

florian.miss@giz.de

ASEAN Secretariat, The Heritage Building, 2nd Floor. Jl. Sisingamaraja 70A, Jakarta 12110, Indonesia. T +62 21 7243 372 Ext. 430

www.aseanconsumer.org

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Sitz der Gesellschaft
Bonn und Eschborn

Friedrich-Ebert-Allee 32 + 36
53113 Bonn, Deutschland
T+49 228 44 60-0
F+49 228 44 60-17 66

Dag-Hammarskjöld-Weg 1-5
65760 Eschborn, Deutschland
T +49 61 96 79-0
F +49 61 96 79-11 15

E info@giz.de
I www.giz.de