

Organised by



Co-hosted by



Ministry of Consumer Affairs,  
Food & Public Distribution  
Government of India

In Collaboration with



**Global Meeting on  
Review of United Nations Guidelines for Consumer Protection  
(UNGCP)  
Hotel Crowne Plaza, New Delhi, India**

26-27 February 2013

***Programme Agenda***

**Day 1: Tuesday, 26 February 2013:**

**Registration (8.30 to 9.30)**

**Inaugural Session: (9.30 to 11.00)**

Welcome by **Helen Mc Callum**, Director General, CI

Historical review of CI's work on UNGCP by **Pradeep Mehta**, Sec. Gen. CUTS International

Opening Session by **Caitlin Wiesen**, UNDP Country Director, India on the Role of UN on the Review of UN Guidelines for Consumer Protection

Address by **Pankaj Agrawala**, Secretary to the Government of India, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution

Vote of Thanks by **Indrani Thuraisingham**, Global coordinator of Consumer Justice and protection program, CI

Tea

**Session – 1: (11:30 to 13:00)**

**Review of United Nations Guidelines for Consumer Protection (UNGCP)**

**Chair: Allan Asher, CI Expert**

- Presentation of CI's initial suggestions to the Guidelines by **Robin Simpson, Consultant Senior Policy Adviser, CI**
- Proposed amendments on digital age by **Jeremy Malcolm. Senior Policy Officer, CI**

Q&A, Discussion

**Lunch**

## **Session – 2: (14:00 – 17:30): Identifying key issues for amendments to UNGCP**

- Global Overview on state of consumer protection by **Robin Simpson, CI**
- Group work
- Group presentations

Q&A, Discussion including working tea

**18:00: Close for the day**

**20:00:**

**Welcome dinner hosted by Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge) for Consumer Affairs, Food & Public Distribution, Government of India at *Jacarand 1 Hall*, India Habitat Center, Lodhi Road, New Delhi**

**Day 2: Wednesday, 27 February 2013**

## **Session 3: Amendments to UNGCP (09:00 - 11:00)**

**Chair: Allan Asher**

- Presentation on Proposed amendments in the UNGCP
- Presentation on Model Law / Framework on Consumer Protection: **Antonino Serra Camberes, Senior Policy Officer [Financial Services and Consumer Justice and Protection Programmes] CI**

Q&A, Discussion

**Tea**

## **Session 4: Workshop on Model law/ Framework (11:30 to 13:00)**

- Group work
- Presentations

**Lunch**

## **Session 5: On the road to advocacy for amendments to UNGCP/ CP Laws (14:00 to 17:00)**

- Presentation by **Allan Asher**
- Group work on regional and national interventions/ action plans (Africa; Asia and the Middle East; Latin America; Pacific and Europe)
- Presentations

Q&A, Discussion

## **Session 6: Chaired by Helen McCallum**

Conclusions and next steps

**17:30: Tea and close**

**19.30: Welcome dinner hosted by Consumer Coordination Council (CCC), India.**