Thailand - Consumer Protection in the COVID-19 Situation

Submitted by: Thailand
CONSUMER PROTECTION IN THE COVID-19 SITUATION

OFFICE OF CONSUMER PROTECTION BOARD (OCPB)
THAILAND
1. COMPLAINT AT OCPB DURING COVID-19 SITUATION
2. STATISTIC OF COMPLAINT

Complaint received in percentage

- Product
- Telecom
- Finance
- Transport
- e-commerce
- Services
- Contract

2019 - Orange line
2020 - Blue line
2021 - Grey line
Number of complaints

2019: 19,000
2020: 22,000
2021: 12,000
3. REGULATIONS OF OCPB

- Business registration: Direct Marketing
- Receive complaint
- Consumer redress: ODR
- Market monitoring
- Educated consumers
ONLINE DISPUTE RESOLUTION

- OCPB official
- Business
- System
- Consumer
- Relevant agencies
4. CASE STUDY

- Foreign airlines
- Short term foreign consumers
- Fraud cases

Difficulty cases management
Dr. Wimonrat Wim Teriyapirom
Director of International Cooperation Section
Office of the Consumer Protection Board
The Prime Minister’s Office

Thank You!