THE UN GUIDELINES FOR CONSUMER PROTECTION

Making them work in developing countries
• Physical safety
• Economic interests
• Standards
• Essential goods and services
• Redress
• Education and information
• Specific areas concerning health
• Sustainable consumption
1 Right to basic needs
2 Right to safety
3 Right to choice
4 Right to redress
5 Right to information
6 Right to consumer education
7 Right to representation
8 Right to healthy environment
The Guidelines have two kinds of provisions.

Assistance people everywhere should be given to advance and protect their interests as consumers of goods and services and the rules that should apply to protect them in circumstances where they cannot be expected to protect themselves.

How governments might best go about providing such assistance and making such rules including how they should cooperate with each other
Consumer empowerment policy

Consumer protection policy

Competition
Criminal penalties
/incapacitation (license cancellation)

Civil penalties

Warnings and out-of-court settlements

Non-formal industry based regulation

Education and information
Consumer/industry consultation
Industry/company compliance programmes

Consumer actors

Regulatory Agency

Industry actors