

UNCTAD LATEST DEVELOPMENTS

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Competition policy and SMEs resurgence

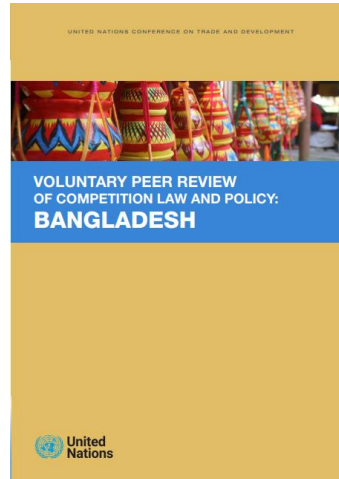
- In collaboration with UN Regional Economic Commissions
- Delivered recommendations and country studies on Thailand, South Africa, Brazil
- Launched online course on Competition policy and SMEs
- Drafted Recommended Best Practices for Digital Platforms





High impact discussions:

- [Rethinking competition law enforcement](#): Lessons learned from the pandemic, particularly in socially important markets
- [Voluntary peer review on competition law and policy: Bangladesh](#)
- The role of competition law and policy in supporting the micro, small and medium-sized enterprises (SMEs) during the economic recovery in the post COVID-19 period

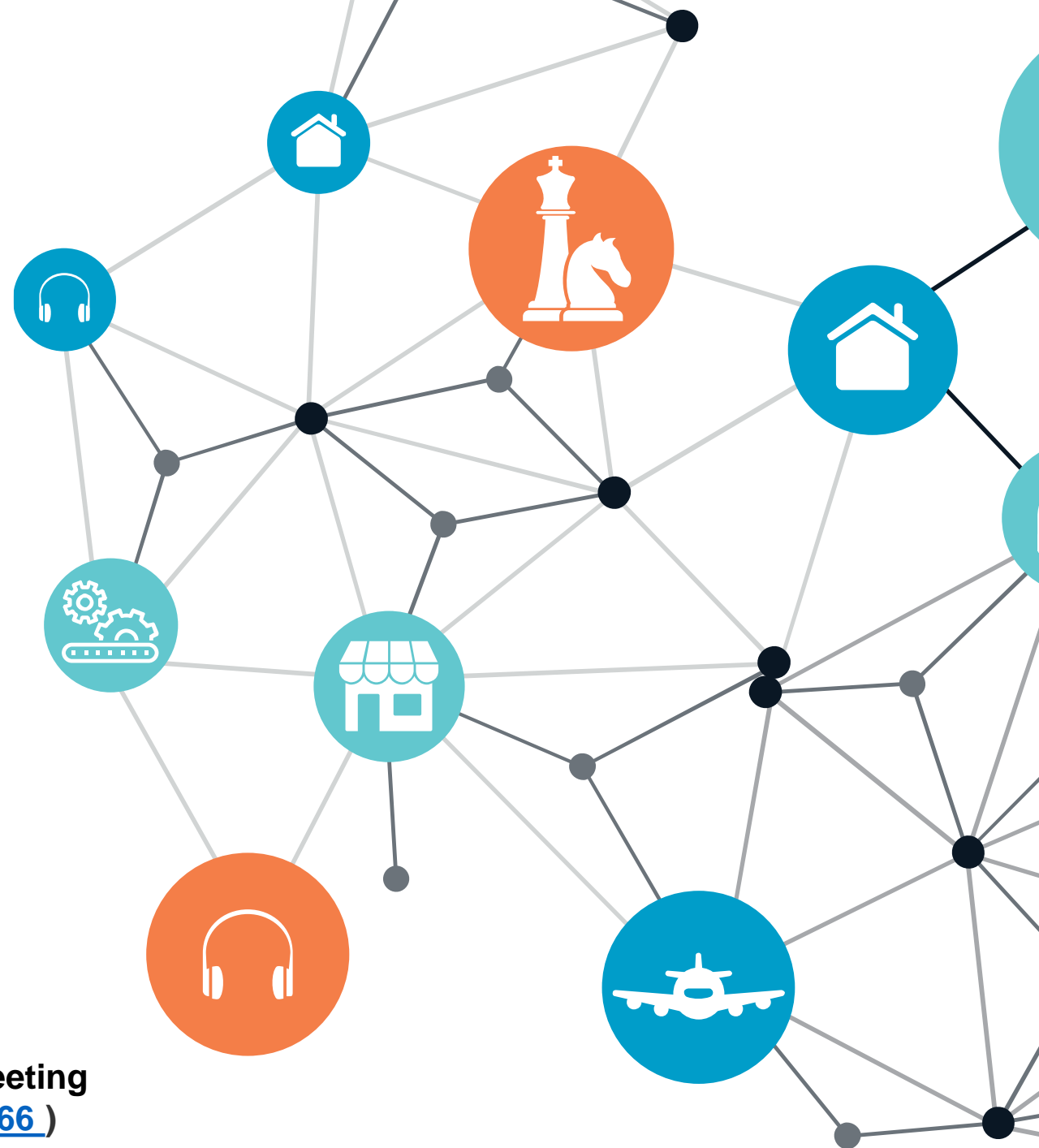




High impact discussions (2):

- Crossroads: how to better address the interplay between competition, consumer and data protection policies in the digital era
- Report of Working Groups on [cross border cartels](#) and [modalities for UNCTAD peer review exercises](#)
- [UNCTAD's capacity-building in and technical assistance on competition law and policy](#)
- Presentation of UNCTAD Review of Maritime Transport

Report of the meeting
([TD/B/C.I/CLP/66](#))





Strong mandate in Agreed conclusions:

Renewal of the mandate for Working Group on cross-border cartels

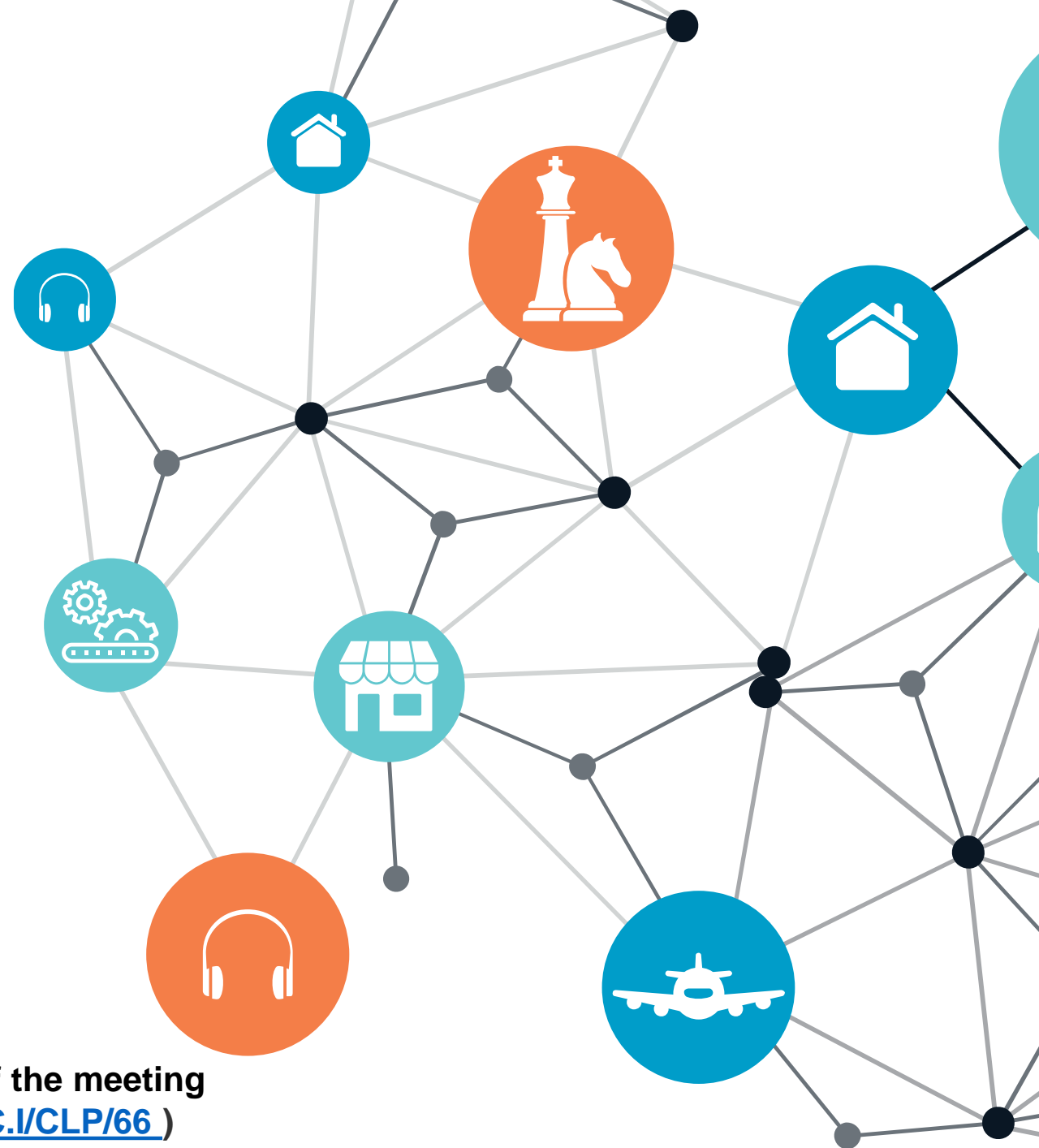
New issues to be discussed:

- * Competition law enforcement issues raised by monopsonies
- * Inter-action between competition and industrial policies
- * Competition law and policy and sustainability

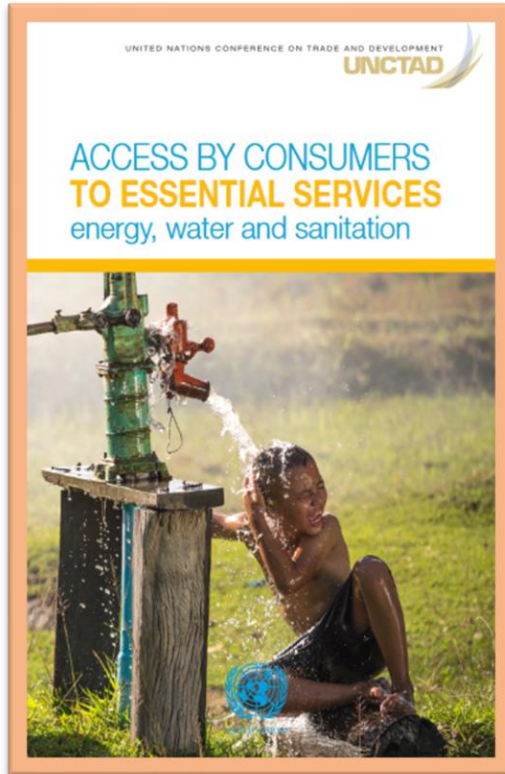
Voluntary Peer Review on Competition Law and Policy: Paraguay



Report of the meeting
([TD/B/C.I/CLP/66](#))




Some of the recent research on relevant topics



UNCTAD recent relevant Research and Analysis on Competition policy and the Digital Economy

United Nations TD/B/C.I/LP/57

 **United Nations Conference on Trade and Development**

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Original: English

**Trade and Development Board
Trade and Development Commission
Intergovernmental Group of Experts on
Competition Law and Policy**
Nineteenth session
Geneva, 7-9 July 2021
Item 5 of the provisional agenda


Competition law, policy and regulation in the digital era


Note by the UNCTAD secretariat

Summary

Digital platforms are essential elements of today's economy, in particular since the outbreak of the coronavirus disease of 2019 (COVID-19) pandemic, and are a key issue for Governments and competition authorities worldwide.

Building upon previous discussions at UNCTAD on competition issues in the digital economy, this note provides an overview of the challenges faced by competition authorities in dealing with competition issues in digital markets and introduces recent competition cases involving online platforms, as well as legislative and regulatory initiatives undertaken in some jurisdictions. It provides a comparative analysis of recent initiatives taken by Governments worldwide and includes recommendations for developing countries in dealing with competition issues relevant to digital markets.

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UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT
UNCTAD

Competition and Consumer Protection Policies for Inclusive Development in the Digital Era



UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT

UNCTAD Research Paper No. 72
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Consumer trust in the digital economy: The case for online dispute resolution

Abstract

An e-commerce explosion urges consumer trust remains fragile. The pandemic, greatly fueled by the COVID-19 pandemic, reveals disparities between the rapid pace with which consumer activities are being migrated online and inadequate consumer protection. Dispute resolution mechanism has been proposed by consumer experts as an essential tool that helps to foster trust. The notion of trust is unpacked to theorize why it matters in business transactions, and how a third-party can serve as an institutional mechanism to help transacting parties overcome distrust and build dispute. To evaluate how the literature works in practice, selected studies are reviewed to determine whether the presence of consumer dispute resolution promotes trust and whether its absence leads to business costs. This includes in-house business and its dispute resolution such as customer support and third-party e-payment systems. The findings confirm that a flexible online dispute resolution processes can increase trust along with consumer loyalty and repurchasing intentions, as well as prevent customer churn and dissatisfaction.

The trust-enabling benefits of online dispute resolution are yet to be fully realized, especially for cross-border business-to-consumer e-commerce. Wider awareness and implementation are needed, but these global challenges require timely collaborations by the international community.

Key words: trust; digital economy; COVID-19 pandemic; e-commerce; dispute resolution

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Harnessing the Interaction between Digital Platforms and MSMEs

Recommended Best Practices for Digital Platforms (RDP)

I. Introduction

A. Context, Goals and Beneficiaries

The Recommendations for Digital Platforms (RDP) laid out in this document seek to address some of the challenges facing MSMEs in view of the surge of digital activity starting with the advent of the COVID-19 pandemic, as contained in UNCTAD's report on "The COVID-19 Pandemic Impact on Micro, Small and Medium Sized Enterprises: Market Access Challenges and Competition Policy".¹

The above-mentioned report made a series of recommendations aimed at facilitating the economic recovery of micro and small and medium sized enterprises in member States, through public policies aimed at cushioning the impact of the pandemic on MSMEs, which constitute the most important part of the economic fabric, following the negative impact of the pandemic on certain economic sectors.

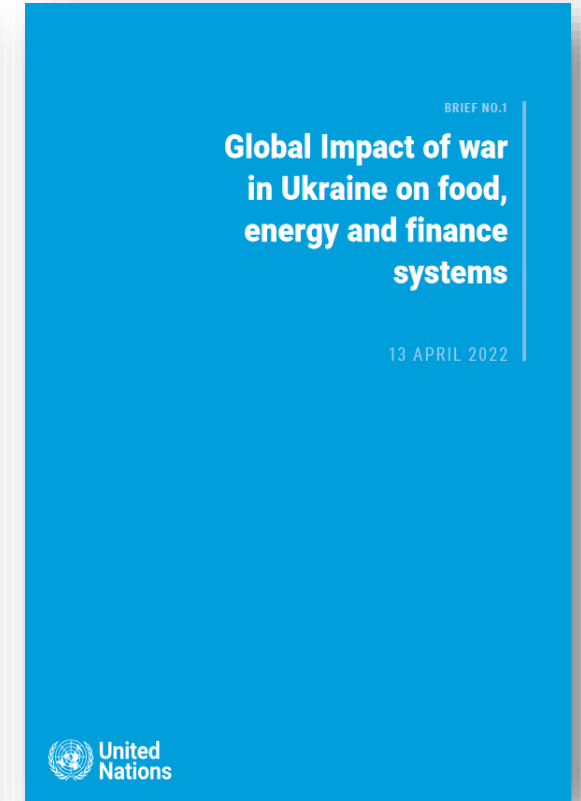
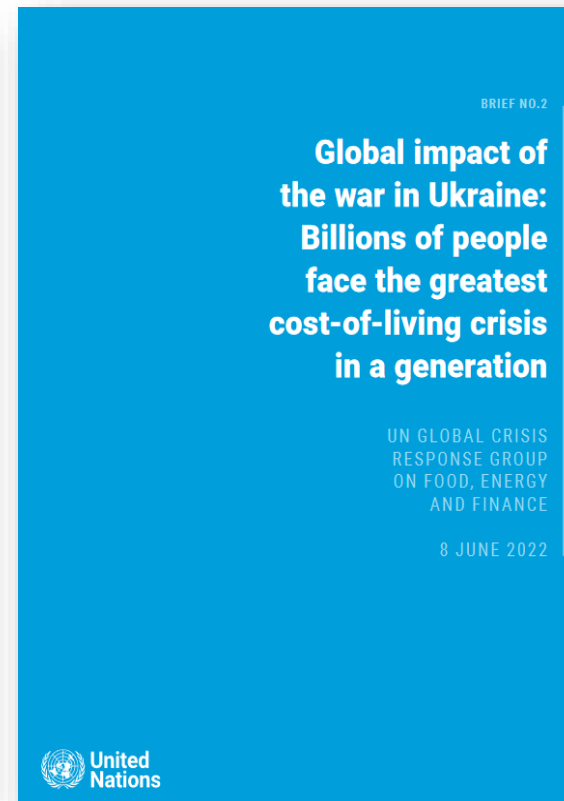
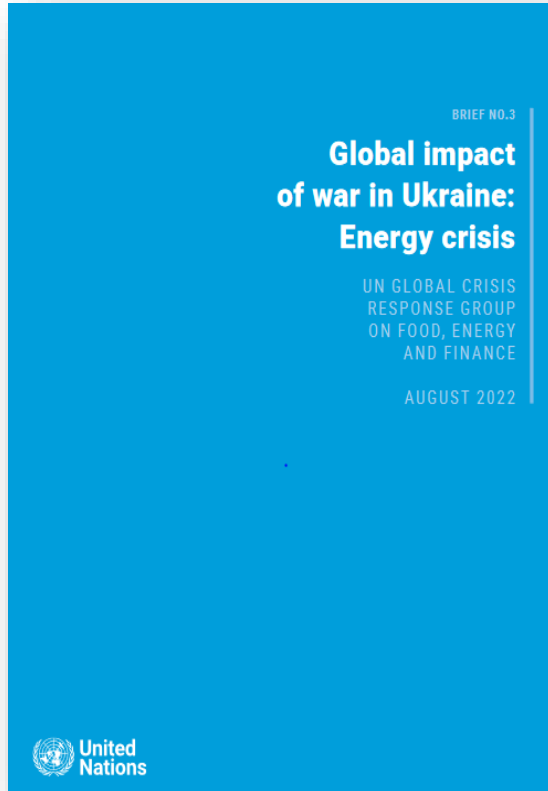
This document is linked to the United Nations Development Account Covid-19 CCPB component and in particular to the recommendations presented to facilitate economic recovery through policies to boost MSMEs.

One of the most important recommendations is to adopt measures to facilitate the **digitalization** of MSMEs, due to the strong increase in the use of digital tools and in particular e-commerce.

¹ This document is part of the UNCTAD-led United Nations Development Account project entitled "Global Initiative towards post-Covid-19 resurgence of the MSMEs" (<https://www.un.org/development/desa/en/news/economy/2020/08/2020-08-2019-Global-Resurgence-of-the-MSME-Sector.pdf>) to update the consequences of the impact of the pandemic on MSMEs. See document in: <https://unctad.org/en/node/36537>.

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Cascading crisis (2022): is there a role for Competition policy?





REVIEW OF MARITIME TRANSPORT 2022

Navigating stormy waters



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Thank you!

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<https://unctad.org/Topic/Competition-and-Consumer-Protection>

