

“Consumer Consultation and Education in the Present and  
Post COVID-19 in Asia”

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# Consumer Education in Thailand

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# Issues

- **The roles of public authorities**
- **The roles of the consumer associations**
- **New challenges**

# Thailand's Public Authorities for Consumers

- 1. The Consumer Protection Board / The Office of the Consumer Protection Board (OCPB)**
  - 2. The National Broadcasting and Telecommunications/The Office of National Broadcasting and Telecommunications Commission (NBTC)**
  - 3. The Food and Drug Administration (FDA)**
  - 4. Bank of Thailand (BOT)**
  - 5. Office of Insurance Commission (OIC)**
  - 6. The Civil Aviation Authority of Thailand (CAAT)**
- Etc.**

# Forms of Consumer Education

- 1. Training programs, School or University curriculums**
- 2. Information sharing/advices and recommendations provided by public authorities**
- 3. IT devices/news tools**
- 4. Consumer organizations networks**

# Some experiences of the Consumer Associations in Thailand

- **Awareness of consumer protection raised by consumer claims**
- **Experts creating through team building: the functional and effective actions**
- **Cases against the consumer associations by the enterprises**
- **Lack of resources**
- **Cooperations between the non-governmental bodies**

# New Challenges

- 1. Social medias and fake news**
- 2. Consumer behavior after COVID-19**
- 3. Aging Society**
- 4. Generation Gaps**
- 5. The Consumer Congress**