



CONSUMER CONSULTATION IN THE COVID-19 SITUATION

**OFFICE OF CONSUMER PROTECTION BOARD (OCPB)
THAILAND**

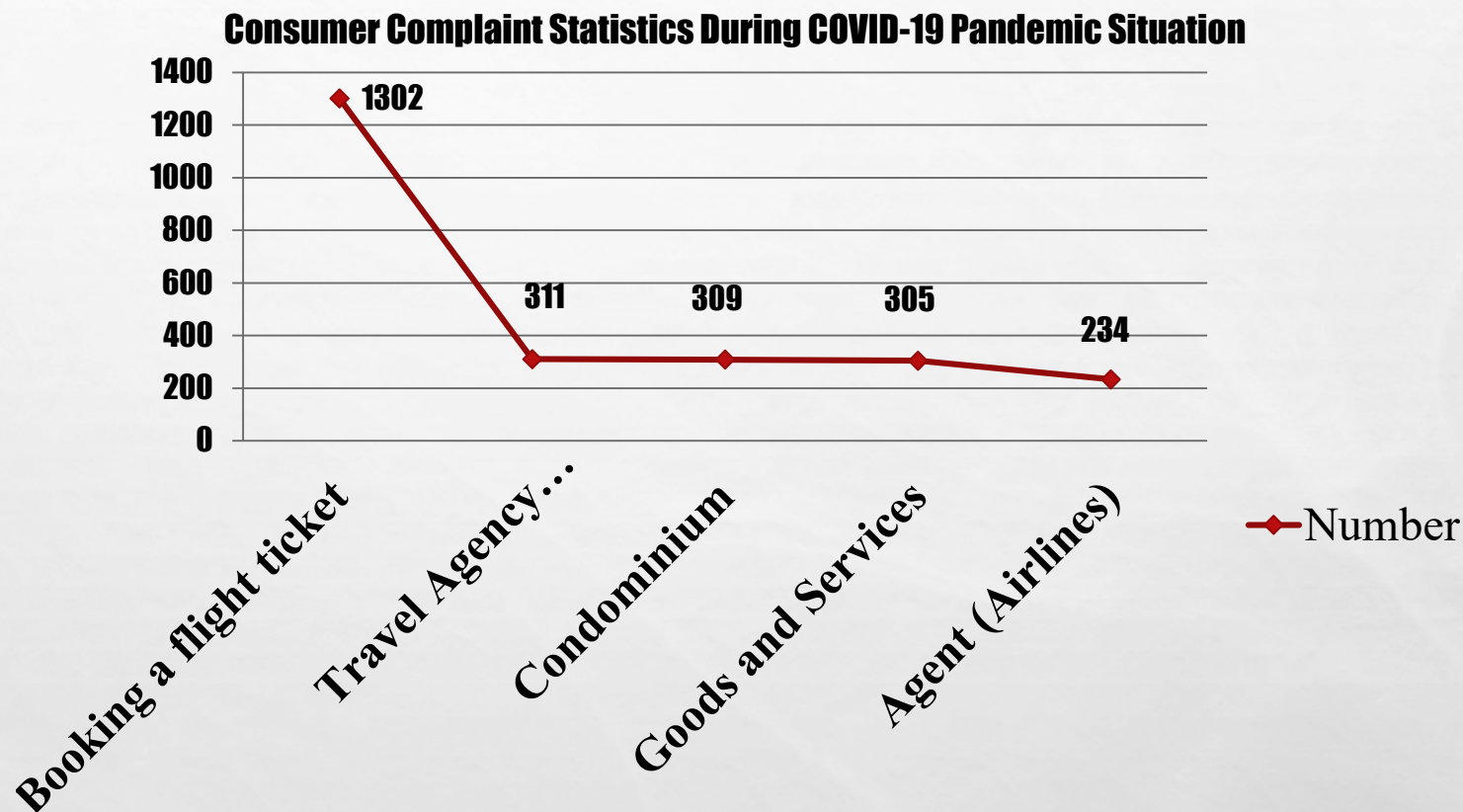
**the International Symposium
“Consumer Consultation and Education in the Present and Post COVID-
19 in World in Asia”
Japan, 16 March 2021**



1. COMPLAINT AT OCPB DURING COVID-19 SITUATION



2. STATISTIC OF COMPLAINT



**Information from 14 February 2020 to 21
February 2021**



3. REGULATIONS OF OCPB

Business registration : Direct Marketing

Receive complaint

Consumer redress

Market monitoring

Educated consumers



4. CASE STUDY

**Difficulty
cases
management**

Foreign airlines

Short term foreign consumers

Fraud cases





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Thank You !

