



# **CONSUMER CONSULTATION IN THE COVID-19 SITUATION**

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

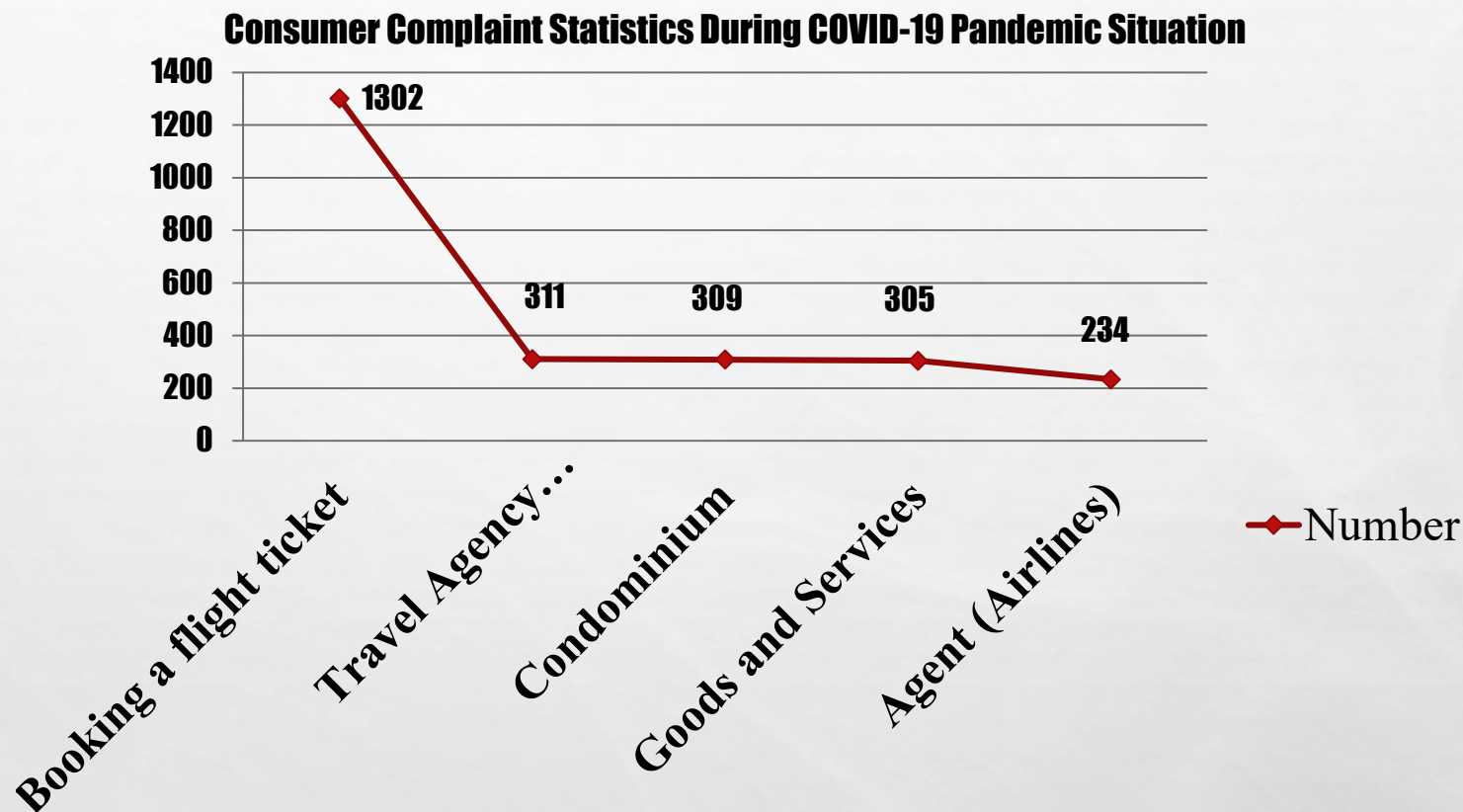
**the International Symposium  
“Consumer Consultation and Education in the Present and Post COVID-  
19 in World in Asia”  
Japan, 16 March 2021**



# 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**





Dr. Wimonrat Wim Teriyapirom  
Director of International Cooperation Section  
Office of the Consumer Protection Board  
The Prime Minister's Office  
Tel. No. (66) 2141 2251  
Email : wimonrat.r@ocpb.mail.go.th

# Thank You !

