



3rd Workshop - Enhance Passenger Protection Raise Awareness of Consumer and Passenger Protection Issues

**ASEAN Secretariat Presentation
9-11 October 2019, Yangon, Myanmar**



The ASEAN Committee on Consumer Protection (ACCP)

- was established in 2007 by the ASEAN Economic Ministers
- Launched the ASEAN Consumer Protection website in 2012
www.aseanconsumer.org
- Handbook on ASEAN consumer protection law and regulation can be downloaded at <https://asean.org/wp-content/uploads/2018/05/Handbook-on-ASEAN-Consumer-Protection-Laws-and-Regulation.pdf>
- The ASEAN Strategic Action Plan for Consumer Protection (ASAPCP) sets out ASEAN's strategy for consumer policy over the next ten years (2016-2025) which can be downloaded at <https://asean.org/storage/2012/05/ASAPCP-UPLOADING-11Nov16-Final.pdf>



4 Goals of ASAPCP 2025

- A common ASEAN consumer protection framework
- A high common level of consumer empowerment and protection
- High consumer confidence in the AEC and cross border transactions
- Streamlining consumer concerns in ASEAN policies



Engagements between ATWG and ACCP

- Letter from ACCP Chair dated 10 November 2015 sent to the Chair of ATWG, proposed to include [Annex 1](#) in KLTSP.
- Letter from the ATWG Chair was received on 18 January 2016, stated that the ASEAN Transport Strategic Action Plan 2016-2025 (ATSP) has been adopted by the ASEAN Transport Ministers (ATM) during their 21st Meeting held in Kuala Lumpur, 5-6 November 2015, and Consumer Protection is one of the key elements in implementing the ASEAN Single Aviation Market (ASAM).
- The ACCP Chair replied to the ATWG Chair on 23 March 2016 requesting information on future progress on consumer protection in the airline industry such as the provision on contract terms, consumer redress and complaint handling.



Engagements between ATWG and ACCP (con't)

- ACCP Chair briefed outcomes of the consultation with 34th ATWG to the 14th ACCP (1-3 Nov 2016, Putrajaya, Malaysia). [The presentation of the ACCP Chair](#) which outlines several proposed initiatives for possible collaboration. ACCP noted although the ATWG work has focused in large on aviation safety, aviation security and air traffic management, engagements with the ATWG remains important to address consumer concerns in the airline industry.



Possible Areas of Cooperation between ACCP and ATWG

- Legal Framework - Design of provisions on fair contracts; consumer consultation; complaint handling and dispute settlement mechanisms; and compensation for delays
- Promotion of voluntary actions and codes by airlines companies to improve service quality and information
- Joint activity at least every two years, e.g. training session, forum, etc.
- Joint consultations with ATWG to exchange information and undertake coordinated action to promote consumer protection



Excerpt from 39th ATWG

- Relating to the second workshop to enhance passenger protection in Vientiane, Lao PDR, on 2-4 April 2019 as part of ARISE Plus Activity 3.4.2 on Passenger protection, ATWG noted ATEC's position that such workshop should be focused on knowledge sharing and any recommendation for regulatory harmonisation should be submitted to ATWG/ATEC for consideration.



THANK YOU