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لحماية المستهلك

Arab Consumer
Protection Forum



Shared Prosperity Dignified Life



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Session IV: Consumer protection in e-commerce and the digital market

List of Biographies

Moderator

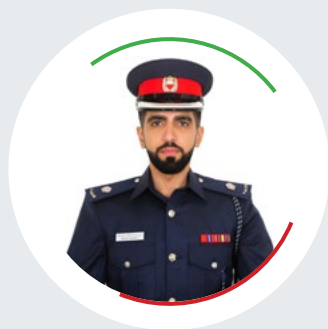


Arnau Izaguerri Vila

Legal Officer, Competition and Consumer Policies Branch, Division on International Trade and Commodities, UNCTAD

Arnau Izaguerri Vila is a Legal Officer at the Competition and Consumer Policies Branch of United Nations Conference on Trade and Development. He is project officer for the UNCTAD DODR project on "Delivering digital trading infrastructure and online dispute resolution for consumers as means to improve international trade and electronic commerce," targeting Indonesia and Thailand. He was previously responsible for the implementation of the UNCTAD MENA Programme for regional integration through competition and consumer protection policies for the Middle East and North Africa region and for the COMPAL Programme for Latin America and the Caribbean, before that. He was also responsible for the intergovernmental negotiations leading to the revision of the United Nations Guidelines for Consumer protection and currently serves as secretariat to UNCTAD's Intergovernmental Group of Experts on Consumer Protection Law and Policy. Mr Izaguerri holds a degree and master's in law by the ESADE Law & Business School, Ramón Llull University in Barcelona. He is also master in International Law *summa cum laude* by the Graduate Institute in Geneva. He has experience in private law practice and well as the World Trade Organization, the Ministry for the Economy and Finance of France, the National Institute for the Defense of Free Competition and the Protection of Intellectual Property of Peru and the Ministry of Foreign Affairs of Andorra. His various publications are related to public international law, international trade law, and consumer protection.

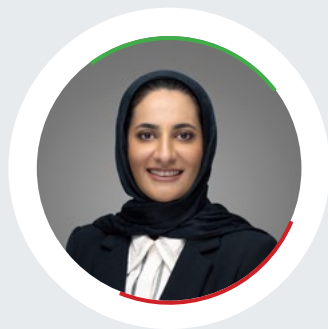
Speakers



Mohamed Al Abdulla

Head of Financial Crimes Department, Ministry of Interior, Bahrain

Major Muhammad Al-Abdullah - Head of the Financial Crimes Division at the General Administration of Anti-Corruption and Economic and Electronic Security, Ministry of Interior, PhD researcher in Environment and Sustainable Development - University of Bahrain, holds a Master's in Business Administration, holds a Bachelor's degree in Accounting and Finance - Kingdom University, holds a Bachelor's degree in Law - University of Applied Sciences, holds a diploma in management and leadership, holds a professional certificate - blockchain expert and digital currency trading expert - Bahrain Institute of Banking and Financial Studies, holds a certified professional trainer certificate - International Academy for Training and Development, one of the most important specialists in The field of financial crimes and digital currencies in the Kingdom of Bahrain. Author of the book Your Way to Invest in Digital Currencies, a certified trainer specializing in financial crimes and digital currencies at the BIBF Institute, NGN, the World Center for Sustainable Development, and many other training certificates, over a period of more than ten years, he trained more than 20,000 citizens and residents in many awareness lectures. And training courses for a number of employees of government agencies, commercial banks, university students, and others. This comes with the aim of raising awareness about emerging financial and electronic crimes.



Maram AlMahmeed

E-Commerce Director, Ministry of Industry and Commerce, Bahrain

Maram Al Mahmeed has experience in the field of eCommerce extending to more than 16 years of work in this field, where she headed the Department of eCommerce Applications in the Ministry of Industry and Commerce and then became Director of the Information Systems Directorate in the same Ministry. The experience expands to include the development of eServices and systems management in the Ministry, as the Information Systems Directorate is the directorate responsible for organizing and promoting the eCommerce sector in the Kingdom of Bahrain in addition to developing and managing the Ministry's internal systems. Maram Al Mahmeed also worked on the first eCommerce National Strategy that includes a number of initiatives aimed at creating an integrated environment for eCommerce to make the Kingdom the preferred center for eCommerce in the region. In addition to obtaining a bachelor's degree in Business Information Systems from the University of Bahrain, she attended several study and training programs in the field of eCommerce, most notably the "Digital Transformation: Successful Strategies for Digital Platforms" program presented in cooperation with the Massachusetts Institute of Technology (MIT) Sloan for Executive Education, and is currently completing Requirements for a master's degree in Digital Business from the University of Salford in the UK.

Speakers



Christine Riefa

Professor at the University of Reading, United Kingdom

Professor Christine Riefa is a professor of law at the University of Reading, UK. She is an established academic in the field of consumer protection law and policy with an extensive background in researching and promoting effective consumer law enforcement withing digital markets. She co-ordinates the United Nations Working Group on Consumer Protection in E-commerce (<https://unctad.org/Topic/Competition-and-Consumer-Protection/working-group-on-consumer-protection-in-e-commerce>)



Willard Mwemba

Director and Chief Executive Officer, COMESA Competition Commission

Dr Willard Mwemba is the Director and Chief Executive Officer of the COMESA Competition Commission, which regulates competition and consumer protection in the Common Market. He has over 18 years of experience in competition and consumer law enforcement, with wide experience in enforcing competition law at regional and national level as well as in the development of competition and consumer protection laws, guidelines and operational manuals in COMESA Member States and beyond. Dr Mwemba has also held the position of Head of the Mergers and Acquisitions Division at the COMESA Competition Commission and prior to that he was Director of Mergers and Monopolies at the Competition and Consumer Protection Commission in Zambia. He serves as a member of the United Nations Conference on Trade and Development Competition Training Centre for Middle East and Africa Advisory Board. Currently, he is actively involved in the development of competition laws in the middle eastern countries. Dr Mwemba has written extensively and is a guest lecturer on the subject of competition and consumer law at various universities in Africa and beyond. Dr Mwemba holds several qualifications inter alia, bachelor's degrees with specialisation in Law and Economics from the University of Zambia, a master's degree in European Union Competition Law, from Kings College-London and a PhD in Competition Law from the University of Cape Town.

Speakers



Robin Simpson

Expert (UNCTAD consultant) and former expert at Consumers International

Robin Simpson is an independent consultant working since 2016 for UNCTAD on consumer protection and policy, initially as contributing editor of the revised UNCTAD Manual on Consumer Protection (2017) and its associated publication: Achieving the Sustainable Development Goals through consumer protection UNCTAD (2018). More recent reports have focused on specific sectors, such as the 2022 report on 'Access by consumers to essential services: energy, water and sanitation', and, during 2020-23, two reports on consumer protection in the provision of health services, all presenting analyses of progress towards the SDGs. He has worked extensively in the Arab world since the 1990s. For UNCTAD's MENA programme on consumer protection he has developed Guidelines on Agency Structure and Effectiveness (2017) and on Business Engagement (2017) as well as advising the Jordanian government on draft legislation. He carried out UNCTAD's first national Voluntary peer review of consumer protection law and policy which took place in Morocco in 2018. During 2020-22 he worked with Professor Bourgoignie (also on the programme) preparing a consumer protection strategy for the Kingdom of Saudi Arabia. Since 2020 he has worked for UNCTAD on matters of digital methods of promoting access to health services and in the programme assessing 'e-commerce readiness' of particular member states, (Cote d'Ivoire, 2020). He previously worked as Head of Policy and Deputy Director of the UK National Consumer Council from 1987 to 2002 and from 2002 to 2019 as Senior Policy Advisor for Consumers International, in which capacity he worked with consumer associations in several Arabic speaking countries. He has worked for ISO on the participation of consumers in the development of standards in the region and for the World Bank from 2006-18 on development of infrastructure services, mainly water, sanitation and energy.



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