

**MEMORANDUM OF UNDERSTANDING**  
**ON TECHNICAL COOPERATION AND INFORMATION EXCHANGE**  
**BETWEEN**  
**THE OFFICE OF THE CONSUMER PROTECTION BOARD,**  
**THE KINGDOM OF THAILAND**  
**AND**  
**THE DEPARTMENT OF INTERNAL TRADE, THE MINISTRY OF INDUSTRY AND COMMERCE,**  
**THE LAO PEOPLE'S DEMOCRATIC REPUBLIC**

The Office of the Consumer Protection Board of the Kingdom of Thailand and the Department of Internal Trade, the Ministry of Industry and Commerce of the Lao People's Democratic Republic, hereinafter referred to individually as a "Participant" and collectively as the "Participants,"

Taking into account the technical cooperation and consumer protection mechanism of the Kingdom of Thailand and the Lao People's Democratic Republic;

Recalling the Memorandum of Understanding on Technical Cooperation and Information Exchange between the Office of the Consumer Protection Board of the Kingdom of Thailand and the Department of Internal Trade, the Ministry of Industry and Commerce of the Lao People's Democratic Republic, concluded in 2017 (the "2017 MoU");

Further recalling the Memorandum of Understanding on Technical Cooperation and Information Exchange between the same authorities, signed at Bangkok on 31 May 2023 (the "2023 MoU"), which superseded the 2017 MoU;

Recognizing the importance of compliance with legislation in the sphere of consumer protection for the economic and social development of the Participants' States;

Acknowledging the mutual benefits of joint actions in solving issues of mutual interest in the sphere of consumer protection;

Recognizing the importance of bilateral and international cooperation in the sphere of consumer protection;

Desiring to promote better mutual understanding and strengthen relations in the sphere of consumer protection between the Participants in the future;

and

Acting in accordance with the laws and regulations of their States;

Have come to the following understandings:

Paragraph 1: The purpose of this Memorandum of Understanding is to develop and strengthen cooperation between the Participants in the sphere of consumer rights protection in accordance with the following general principles:

- cooperation will be based on the principles of equality, reciprocity and mutual benefit;  
and

- cooperation within the framework of this Memorandum of Understanding will be aimed at maintaining and strengthening relations in the sphere of consumer rights protection between the Participants.

Paragraph 2: The scope of cooperation is as follows:

2.1 The Office of the Consumer Protection Board of the Kingdom of Thailand will support press releases in the sphere of consumer protection including manuals and laws in the Thai language to the Department of Domestic Trade of the Lao People's Democratic Republic. In this regard, a joint action plan will be determined in the future.

2.2 The Office of the Consumer Protection Board of the Kingdom of Thailand will support the advisory team to the Department of Internal Trade of the Lao People's Democratic Republic in necessary and relevant spheres. In this regard, a joint action plan will be determined in the future.

2.3 The Participants will endeavor to create conditions for ensuring the exchange of the following information:

- national legislation governing relations in the sphere of consumer rights protection and the safety of consumer products and services provided, including through electronic trade;

- research and subordinate to their organizations that implement the functions of protecting consumer rights;

- their interaction with non-governmental (public) consumer organizations at the national level;

- their practical experience in law enforcement activities of the Participants in order to ensure the corresponding rights of citizens of the Kingdom of Thailand and the Lao People's Democratic Republic;

- products withdrawn from the markets of their States, that are in circulation in such markets;

- international public events (conferences, seminars, etc.) relating to issues of consumer protection held in the territory of their States; and

- world experience relating to issues of consumer protection.

2.4 The Participants will cooperate in the exchange of information, knowledge, experience, and best practices in the areas of investigation, enforcement, and consumer protection processes in all aspects, subject to their respective laws and regulations. Such cooperation may include practical training, capacity-building activities, study visits, workshops, or other forms of technical cooperation, as may be mutually agreed by the Participants.

Paragraph 3: The Participants will independently bear the costs associated with the implementation of this Memorandum of Understanding. This Memorandum of Understanding will create neither financial obligation nor rights for the Participants.

Paragraph 4: If it is necessary and by agreement, the Participants may make amendments and additions drawn up in separate protocols to this Memorandum of Understanding.

Paragraph 5: This Memorandum of Understanding will come into effect on the date of its signing and will supersede the 2023 MoU. The termination or expiration of the 2023 MoU will not affect any ongoing activities, projects, or other forms of cooperation initiated thereunder. This Memorandum of Understanding will govern and apply to all such ongoing activities, projects, and other forms of cooperation.

This Memorandum of Understanding will remain effective for a period of three (3) years and will be automatically extended for successive periods of three (3) years unless either Participant notifies the other Participant in writing of its intention to terminate this Memorandum of Understanding at least ninety (90) days prior to the expiry of the initial or any subsequent period.

Paragraph 6: Any difference of opinion that may arise from the interpretation, application or implementation of this Memorandum of Understanding will be settled amicably through consultation or negotiation between the Participants.

Paragraph 7: This Memorandum of Understanding is not a treaty and does not create any rights or legally binding obligations governed by international law.

Signed at Vientiane Capital, Lao PDR, on March 3<sup>rd</sup>, 2026 in duplicate, in the English language.

For the Office of the Consumer Protection Board,  
the Kingdom of Thailand

For the Department of Internal Trade,  
the Ministry of Industry and Commerce,  
the Lao People's Democratic Republic



Mr. Ronnarong Phoolpipat  
Secretary-General



Mr. Santisouk Phounesavath  
Director General