



MGP at UNCTAD IGE 2026, Geneva

The 9th Session of the "**Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy**" organized by the United Nations Conference on Trade and Development (UNCTAD), was held in Geneva from 6–8 July 2026.

Adv. Shirish Deshpande (Chairman , Mumbai Grahak Panchayat), **Adv. Pooja Joshi Deshpande**, and **Neha Joshi** represented Mumbai Grahak Panchayat (MGP) at this prestigious global forum.

MGP contributed three **Research papers on Dark Patterns, Greenwashing, and Innovation in Consumer Information and Consumer Education**. All three papers were accepted by UNCTAD and are available on the UNCTAD website.

A key focus of MGP's participation was advancing its long-standing vision of a Global Online Dispute Resolution (ODR) Mechanism for cross border consumer complaint resolution. After receiving policy recognition last year, discussions have now progressed towards implementation. **MGP is making significant efforts to establish the Global ODR Hub in India, preferably in Mumbai.** MGP continues to work closely with Indian government and UNCTAD to help transform this vision into reality, with encouraging signs of significant progress.

Anita Khanolkar,
Secretary
21.07.2026