

# **SURINAME CONSUMER PROTECTION DEVELOPMENT PROJECT**

## **CONSULTANT TO PROVIDE TRAINING FOR THE CONSUMER PROTECTION LAW FOR SURINAME**

### **Terms of Reference**

#### **1. Background**

The government of Suriname is implementing a set of reforms oriented at improving investments and to enhance business climate in Suriname. These reforms focus on the strengthening of crucial institutions, amongst others legislation. One of the key aspects of the improved investment and business climate is one of fair competition, not just between entrepreneurs, but also in the relation between entrepreneur and consumer - the end user of products and services that have come forth out of business activities. Once the legal framework is created, it is necessary to enhance knowledge and insight on protection of consumers and on unfair trade practices of sellers and producers, in order to make the legislation work.

#### **2. Objective of the consultancy:**

##### 2.1 General Objective:

In order to make the legal framework for protection of consumers work successfully, knowledge and insight about the legal framework for consumer protection and how it plays out must be enhanced.

##### 2.2. The specific objectives are:

The specific objective of the consultancy is to:

- a. prepare a practical handbook with real life cases, to provide training;
- b. develop a toolkit for training and provide three sets of training programs to both government officials and private sector professionals to strengthen their capacity in providing training. Support of those who are trained with conducting three sets of these activities independently.

#### **3. Duties and Responsibilities**

- Review the draft Law on Consumer Protection as well as other legislation in order to create the training material and program;

- Transfer of knowledge to government officials and other professionals involved during the creation of the material and program;
- Develop a training handbook and a toolkit, provide training and conduct a train-the-trainers program on consumer protection.

#### **4. Deliverables**

- Report with findings from stakeholder consultations;
- Capacity building activities for identified stakeholders;
- Develop a training handbook and toolkit;
- Conduct a train-the-trainers program. The training should be in Dutch.

#### **5. Methodology**

The consultant will conduct the necessary research (literature study, legislation, information from stakeholders etc.) to understand local consumer protection issues, remedies and culture in order to develop a training program that fits the country's needs. To achieve this, the consultant will use all the relevant studies that has been carried out by the Ministry of Trade, Industry and Tourism as well as other institutions as background information and hold stakeholders consultations via videoconference.

#### **6. Coordination and supervision**

The technical responsibility of this consultancy will be the coordinated by the Legal Task Force of the Ministry of Trade, Industry and Tourism together with Competitiveness Unit Suriname (CUS).

#### **7. Characteristics of the consultancy**

- 7.1 Consultant category & modality: Individual Consultant.
- 7.2 Contract duration: 60 working days.
- 7.3 Place(s) of work: Ministry of Trade, Industry and Tourism and normal place of residence/work, the consultant should be available for the duration of the project.

#### **8. Qualifications**

##### 8.1. Education:

- Advanced degree in law with the emphasis on consumer protection;
- Training certificate in the area of consumer protection will be an asset.

##### 8.2. Experience:

- At least 5 years of professional experience in the legal field of consumer protection;
- Extensive experience with consumer protection for countries that are comparable to Suriname (size community, social structure);
- Knowledge of and experience with consumer protection issues will be an asset (both in the field of practice and education);
- Experience with setting up training programs and developing toolkits.

### 8.3. Competencies:

- Extensive knowledge of international legislation on consumer protection in both civil law countries (esp. in the Netherlands and the Dutch Caribbean) and common law countries;
- Knowledge of the Surinamese legal system and the strengths and weaknesses of institutions;
- Excellent interpersonal, presentation and communication skills;
- Language: Fluency in writing and speaking Dutch is required, knowledge of English is an asset;
- Good Computer skills.

## 9. Payment schedule

The consultant will receive a per diem for travel and accommodation for one (1) trip to and from Suriname, this amount will be included in the contract between the consultant and MTIT.

The consultant will receive three (3) lump sum payments, as follows:

- 10% after signing the contract;
- 30% report with findings of (video)consultations meeting;
- 60% after training and submission of the toolkit and handbook.