



## **World Consumer Protection Map**

Contribution by  
Bahrain

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**Q1**

**Bahrain**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Consumer Protection Directorate

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**Q7**

**Yes**

Does your country's Constitution contain a provision on consumer protection?

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**Q8**

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**Ministry of industry, commerce, and tourism**

URL link

**[www.moic.gov.bh](http://www.moic.gov.bh)**

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**Q9**

**Yes**

Does your country have have specific law(s) on consumer protection ?

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**Q10**

Date

**12/07/2012**

If you do, when was the main specific law first enacted?

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**Q11**

Date

12/07/2012

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

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**Q12**

Please provide the following details of the current specific law(s):

1- Name of law	Law 35 for year 2012 with respect to consumer protection
1- URL link	<a href="http://www.moic.gov.bh">www.moic.gov.bh</a>

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**Q13**

Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,  
Access by consumers to essential goods and services,  
Physical safety,  
Product quality,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Restrictive business practices (competition/antitrust),  
Data protection and privacy,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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**Q14**

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Voluntary codes for businesses	available in law Bahrain
Electronic commerce	available law in Bahrain
Promotion of sustainable consumption	available in law Bahrain
Food distribution	available in law Bahrain
Water	available in law Bahrain
Pharmaceuticals	available in law Bahrain
Energy	available in law Bahrain
Public utilities	available in law Bahrain
Tourism	available in law Bahrain
Financial services	available in law Bahrain

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**Q15**

Please indicate the URL Link of the relevant law(s) to each field:

Protection of vulnerable and disadvantaged consumers	available in law Bahrain
Voluntary codes for businesses	available in law Bahrain
Electronic commerce	available in law Bahrain
Promotion of sustainable consumption	available in law Bahrain
Food distribution	available in law Bahrain
Water	available in law Bahrain
Pharmaceuticals	available in law Bahrain
Energy	available in law Bahrain
Public utilities	available in law Bahrain
Tourism	available in law Bahrain
Financial services	available in law Bahrain

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**Q16**

Name of Ministry responsible for consumer protection:

16 Ministry of industry, commerce, and tourism

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**Q17**

URL link of responsible Ministry for consumer protection:

www.moic.gov.bh

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**Q18**

Year when consumer protection was assumed by the current responsible ministry:

2012

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**Q19**

Yes

Do you have a main consumer protection authority/agency?

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**Q20**

Name of main consumer protection authority/agency:

Consumer Protection Directorate

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**Q21**

URL of main consumer protection authority/agency:

www.moic.gov.bh

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**Q22**

Year of creation:

2012

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**Q23**

Annual budget: (in USD)

500000

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**Q24**

Total number of staff:

20

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**Q25**

Total number of staff directly affected to consumer protection:

20

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**Q26**

Yes

Do you have a law/decree that governs the main consumer protection authority/agency?

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**Q27**

If you do, please provide the following details:

Reference of the law/decree

law no. 55 for year 2019 restructuring MOICT

URL to law/decree

[www.moic.gov.bh](http://www.moic.gov.bh)

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**Q28**

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Restrictive business practices(competition/antitrust),  
Data protection and privacy,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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**Q29**

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Access by consumers to essential goods and services	<b>Ministry of labor and social development</b>
Protection of vulnerable and disadvantaged consumers	<b>Ministry of labor and social development</b>
Physical safety	<b>Ministry of labor and social development</b>
Product quality	<b>Ministry of industry, commerce, and tourism</b>
Voluntary codes for businesses	<b>Ministry of industry, commerce, and tourism</b>
Electronic commerce	<b>Ministry of industry, commerce, and tourism</b>
Financial services	<b>Central Bank of Bahrain</b>
Promotion of sustainable consumption	<b>Supreme council for Environment</b>
Food distribution	<b>Ministry of Health</b>
Water	<b>Electricity and Water Authority</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Electricity and Water Authority</b>
Public utilities	<b>Ministry of works, municipalities &amp; urban planning</b>
Tourism	<b>Tourism &amp; Exhibitions Authority</b>

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**Q30**

URL Link of the relevant authority/agency to each field:

Access by consumers to essential goods and services	<b><a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a></b>
Protection of vulnerable and disadvantaged consumers	<b><a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a></b>
Physical safety	<b><a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a></b>
Product quality	<b><a href="http://www.moic.gov.bh">www.moic.gov.bh</a></b>
Voluntary codes for businesses	<b><a href="http://www.moic.gov.bh">www.moic.gov.bh</a></b>
Electronic commerce	<b><a href="http://www.moic.gov.bh">www.moic.gov.bh</a></b>
Financial services	<b><a href="http://www.cbb.gov.bh">www.cbb.gov.bh</a></b>
Promotion of sustainable consumption	<b><a href="http://www.sce.gov.bh">www.sce.gov.bh</a></b>
Food distribution	<b><a href="http://www.moh.gov.bh">www.moh.gov.bh</a></b>
Water	<b><a href="http://www.ewa.bh">www.ewa.bh</a></b>
Pharmaceuticals	<b><a href="http://www.moh.gov.bh">www.moh.gov.bh</a></b>
Energy	<b><a href="http://www.ewa.bh">www.ewa.bh</a></b>
Public utilities	<b><a href="http://www.mun.gov.bh">www.mun.gov.bh</a></b>
Tourism	<b><a href="http://www.btea.bh">www.btea.bh</a></b>

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**Q31**

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

- Consumer rights/legitimate needs,
- Terms and conditions,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Restrictive business practices (competition/antitrust),
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

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**Q32**

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Access by consumers to essential goods and services	<b>Ministry of labor &amp; social development</b>
Protection of vulnerable and disadvantaged consumers	<b>Ministry of labor &amp; social development</b>
Physical safety	<b>Ministry of labor &amp; social development</b>
Product quality	<b>Ministry of industry, commerce &amp; tourism</b>
Voluntary codes for businesses	<b>Ministry of industry, commerce &amp; tourism</b>
Electronic commerce	<b>Ministry of industry, commerce &amp; tourism</b>
Financial services	<b>Central Bank of Bahrain</b>
Promotion of sustainable consumption	<b>Supreme Council of Environment</b>
Food distribution	<b>Ministry of Health</b>
Water	<b>Electricity &amp; Water Authority</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Electricity &amp; Water Authority</b>
Public utilities	<b>Ministry of works, municipalities &amp; urban planning</b>
Tourism	<b>Bahrain tourism &amp; exhibitions Authority</b>
Data protection and privacy	<b>Information &amp; eGovernment Authority</b>



**Q33**

URL Link of the relevant authority/agency to each field:

Access by consumers to essential goods and services	<a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a>
Protection of vulnerable and disadvantaged consumers	<a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a>
Physical safety	<a href="http://www.mlsd.gov.bh">www.mlsd.gov.bh</a>
Product quality	<a href="http://www.moic.gov.bh">www.moic.gov.bh</a>
Voluntary codes for businesses	<a href="http://www.moic.gov.bh">www.moic.gov.bh</a>
Electronic commerce	<a href="http://www.moic.gov.bh">www.moic.gov.bh</a>
Financial services	<a href="http://www.cbb.gov.bh">www.cbb.gov.bh</a>
Promotion of sustainable consumption	<a href="http://www.sce.gov.bh">www.sce.gov.bh</a>
Food distribution	<a href="http://www.moh.gov.bh">www.moh.gov.bh</a>
Water	<a href="http://www.ewa.bh">www.ewa.bh</a>
Pharmaceuticals	<a href="http://www.moh.gov.bh">www.moh.gov.bh</a>
Energy	<a href="http://www.ewa.bh">www.ewa.bh</a>
Public utilities	<a href="http://www.mun.gov.bh">www.mun.gov.bh</a>
Tourism	<a href="http://www.btea.bh">www.btea.bh</a>
Data protection and privacy	<a href="http://www.iga.gov.bh">www.iga.gov.bh</a>

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**Q34**

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

3500

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**Q35**

Yes

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

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**Q36**

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

26500

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**Q37**

Record highest amount for any sanction/measure imposed: (in USD)

26500

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**Q38**

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction  
safety, misleading information and adv, products defects, spare parts

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**Q39**

**Yes**

Are there any non-governmental consumer organizations/associations in your country?

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**Q40**

**Yes**

Do you have a law/decreed that governs consumer organizations/associations?

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**Q41**

In case you have a law/decreed that governs consumer organizations, please provide the following details:

Reference of the law/decreed

**law no. 50 for year 2010 with respect to societies**

URL to law/decreed

**[www.mlsd.gov.bh](http://www.mlsd.gov.bh)**

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**Q42**

**Legal advice to consumers,**

Do consumer organizations/associations fulfil any of the following functions?

**Consumer education,**

**Consumer information**

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**Q43**

**No**

Do consumer groups/associations receive public funding?

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**Q44**

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name

**Bahraini society of consumer protection**

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**Q45**

**Yes**

Can consumers obtain redress through judicial channels?

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**Q46**

**Yes**

Is there a specialized judicial mechanism for consumer complaints?

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**Q47**

If there is, please provide the following details

Name **Law 35 for year 2012 wrt consumer protection**

URL Link **www.moic.gov.bh**

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**Q48**

**Yes**

Do you have collective redress/class actions for consumer complaints?

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**Q49**

**Consumers individually,**

Who can represent consumer interests in court?

**Lawyers,**

**Consumer protection enforcement authority/agency**

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**Q50**

What is the highest damages award following a collective redress/class action?

Name of case **Porsche car defect**

Year of case **2019**

Total amount in USD **119000**

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**Q51**

**Arbitration**

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

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**Q52**

**Respondent skipped this question**

If there are any of the above, please provide the following details:

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**Q53**

**No**

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

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**Q54** Respondent skipped this question

If there are, please provide the following details:

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**Q55** No

Are there any self-regulation initiatives from businesses?

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**Q56** Respondent skipped this question

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

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**Q57** No

Are there any co-regulation initiatives between businesses and public entities?

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**Q58** Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

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**Q59** Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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**Q60** Respondent skipped this question

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

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**Q61** Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

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**Q62** Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

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**Q63** Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

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**Q64** Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

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**Q65** Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

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**Q66** Respondent skipped this question

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

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**Q67** No

Do you have any experience in cross-border cooperation on enforcement?

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**Q68** Respondent skipped this question

If you do, please provide a short description

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**Q69** Respondent skipped this question

Do you engage in technical cooperation or capacity building activities on consumer protection?

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**Q70** Respondent skipped this question

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

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<b>Q71</b>	<b>Yes</b>
Does your authority/agency carry out information and education initiatives?	
<b>Q72</b>	<b>Product labelling, Legislation, dispute resolution, Weight and measures, prices and quality</b>
Do information and education initiatives carried out by your authority/agency cover any of the following fields?	
<b>Q73</b>	<b>No</b>
Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?	
<b>Q74</b>	<b>Respondent skipped this question</b>
If your authority/agency does, please provide the following details:	
<b>Q75</b>	<b>No</b>
Do consumer organizations/associations provide education and information initiatives?	
<b>Q76</b>	<b>Respondent skipped this question</b>
If consumer organizations/associations do, please provide the following details:	
Page 15: Consumer protection policies	
<b>Q77</b>	<b>No</b>
Does your authority/agency conduct research and analysis on consumer protection issues?	
<b>Q78</b>	<b>Respondent skipped this question</b>
If your authority/agency does, please provide the following details:	
<b>Q79</b>	<b>No</b>
Do other organizations/associations conduct research and analysis on consumer protection?	

**Q80**

**Respondent skipped this question**

If other organizations/associations do, please provide the following details:

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