



World Consumer Protection Map

Contribution by
PALESTINE

Page 2: Contact of respondent

Q1 Name of responding member State **Palestine (observer)**

Q2 Name of responding authority/agency:

ministry of national economy -consumer protection directorate

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **Yes**

Q8 If you do, please provide de following details: **Respondent skipped this question**

Q9 Does your country have have specific law(s) on consumer protection ? **Yes**

Q10 If you do, when was the main specific law first enacted? Date **01/11/2005**

Consumer Protection Survey

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Date

28/05/2018

Q12 Please provide the following details of the current specific law(s):

1- Name of law

consumer protection law

1- URL link

<http://cpd.mne.gov.ps/uploads/usersfiles/server/%D9%82%D8%A7%D9%86%D9%88%D9%86%20%D8%AD%D9%85%D8%A7%D9%8A%D8%A9%20%D8%A7%D9%84%D9%85%D8%B3%D8%AA%D9%87%D9%84%D9%83%20%D8%B1%D9%82%D9%85%2021%D9%84%D8%B9%D8%A7%D9%85%202005.pdf>

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 ,

Protection of vulnerable and disadvantaged consumers

Physical safety,

Product quality,

Terms and conditions ,

Promotional marketing and sales practices (including misleading advertisement)

Electronic commerce,

Food distribution,

Water,

Energy,

Public utilities,

Tourism,

Data protection and privacy ,

Financial services,

Dispute resolution,

Consumer education,

Consumer information

Consumer Protection Survey

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	no law cover this field
Restrictive business practices (competition/antitrust)	competition and antitrust directorate, the law still not ready
Promotion of sustainable consumption	no law cover this field
Pharmaceuticals	Public Health Law No. (20) for the year 2004
Redress	no law cover this field

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Pharmaceuticals	http://muqtafi.birzeit.edu/pg/getleg.asp?id=14778
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Q16 Name of Ministry responsible for consumer protection:

Ministry Of National Economy

Q17 URL link of responsible Ministry for consumer protection:

<http://muqtafi.birzeit.edu/pg/getleg.asp?id=14778>

Q18 Year when consumer protection was assumed by the current responsible ministry:

2005

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Q19 Do you have a main consumer protection authority/agency? **Yes**

Q20 Name of main consumer protection authority/agency:

consumer protection directorate

Q21 URL of main consumer protection authority/agency:

<http://cpd.mne.gov.ps/>

Q22 Year of creation:

2012

Consumer Protection Survey

Q23 Annual budget: (in USD)

100000

Q24 Total number of staff:

70

Q25 Total number of staff directly affected to consumer protection:

70

Q26 Do you have a law/decree that governs the main consumer protection authority/agency? **No**

Q27 If you do, please provide the following details:

Reference of the law/decree

Consumer Protection Law No. 21 of 2005

URL to law/decree

<http://muqtafi.birzeit.edu/pg/getleg.asp?id=15136>

Consumer Protection Survey

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers
,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Financial services,
Food distribution,
Water,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Dispute resolution,
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:

Voluntary codes for businesses	no law cover this field
Restrictive business practices(competition/antitrust)	competition&antitrust directorate, the law still not ready
Promotion of sustainable consumption	no law cover this field
Pharmaceuticals	Public Health Law No. (20) for the year 2004
Redress	no law cover this field

Q30 URL Link of the relevant authority/agency to each field:

Pharmaceuticals	http://muqtafi.birzeit.edu/pg/getleg.asp?id=14778
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Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers
,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Financial services,
Food distribution,
Water,
Energy,
Public utilities,
Tourism,
Data protection and privacy ,
Dispute resolution,
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:

Restrictive business practices (competition/antitrust)	ministry of national economy
Pharmaceuticals	ministry of health

Q33 URL Link of the relevant authority/agency to each field:

Restrictive business practices (competition/antitrust)	mne.gov.ps
Pharmaceuticals	http://site.moh.ps/

Consumer Protection Survey

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

5000

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

15000

Q37 Record highest amount for any sanction/measure imposed: (in USD)

3000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Imprisonment for a period of 3-10 years

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Q39 Are there any non-governmental consumer organizations/associations in your country? **Yes**

Q40 Do you have a law/decree that governs consumer organizations/associations? **No**

Q41 In case you have a law/decree that governs consumer organizations, please provide the following details: **Respondent skipped this question**

Q42 Do consumer organizations/associations fulfil any of the following functions? **Consumer education,**
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests before courts

Q43 Do consumer groups/associations receive public funding? **Yes**

Consumer Protection Survey

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Consumer Protection Association Ramallah
1- Website	http://www.pcp.ps/
2- Name	Union of Consumer Protection Associations Hebron
2- Website	no website
3- Name	Consumer Protection Society Nablus
3- Website	no website

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Q45 Can consumers obtain redress through judicial channels? **Yes**

Q46 Is there a specialized judicial mechanism for consumer complaints? **Yes**

Q47 If there is, please provide the following details

Name	consumer protection directorate
URL Link	cpd.mne.gov.ps

Q48 Do you have collective redress/class actions for consumer complaints? **Yes**

Q49 Who can represent consumer interests in court? **Lawyers**

Q50 What is the highest damages award following a collective redress/class action?

Name of case	no case
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Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation**

Q52 If there are any of the above, please provide the following details: **Respondent skipped this question**

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Q54 If there are, please provide the following details: **Respondent skipped this question**

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Q55 Are there any self-regulation initiatives from businesses?	No
Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:	Respondent skipped this question
Q57 Are there any co-regulation initiatives between businesses and public entities?	Yes
Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:	
1- Name of initiative	market regulation committee
Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)	Responsible commercial behaviour Education and awareness-raising

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Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?	Respondent skipped this question
Q61 Please provide name and URL link of formal bilateral agreements (treaties):	Respondent skipped this question
Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):	Respondent skipped this question
Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:	Respondent skipped this question
Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:	Respondent skipped this question
Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?	Respondent skipped this question

Consumer Protection Survey

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Respondent skipped this question

Q67 Do you have any experience in cross-border cooperation on enforcement?

Respondent skipped this question

Q68 If you do, please provide a short description

Respondent skipped this question

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Respondent skipped this question

Q70 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

Respondent skipped this question

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Q71 Does your authority/agency carry out information and education initiatives?

Yes

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Health, nutrition, prevention of food-borne diseases and food adulteration

Product hazard,

Product labelling,

Legislation, dispute resolution,

Weight and measures, prices and quality

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Yes

Q74 If your authority/agency does, please provide the following details:

Respondent skipped this question

Q75 Do consumer organizations/associations provide education and information initiatives?

Yes

Q76 If consumer organizations/associations do, please provide the following details:

Respondent skipped this question

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Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **No**

Q78 If your authority/agency does, please provide the following details: **Respondent skipped this question**

Q79 Do other organizations/associations conduct research and analysis on consumer protection? **No**

Q80 If other organizations/associations do, please provide the following details: **Respondent skipped this question**
