

**Eighth Intergovernmental Group of Experts on
Consumer Protection Law and Policy
Room XIX, Palais des Nations, Geneva
1-2 July 2024**

Enhancing Consumer Protection Policy in the Arab Region

Presentation

*Ms. Nathalie Khaled
Officer in Charge, Economic Governance and Planning Section
UNESCWA*

This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of UN Trade and Development.



Shared Prosperity Dignified Life



Enhancing Consumer Protection policy in the Arab Region

Nathalie Khaled

Officer in Charge, Economic Governance and Planning Section
Project Coordinator, Enhancing Competition and Consumer
Protection Law and Policy in the Arab region
Economic Affairs Officer - UNESCWA

Intergovernmental group of experts on consumer protection law and policy, 1-2 July 2024



Consumer Protection

The status in the Arab region



Shared Prosperity **Dignified Life**





Overview of Consumer Protection in the Arab Region



Consumer Protection Agencies and Efforts

- 18 countries with established agencies
- 4 countries without agencies: Comoros, Djibouti, Libya, Yemen
- Challenges in Lebanon, conflict-affected states, LDCs
- GCC and MICs provisions for e-commerce
- GCC Unified Law for Combating Commercial Fraud No. 20/2019
- LDCs' weakest regulatory framework



- Member states with no CP enforcement body
- Member states with CP enforcement body





Strengthening and developing legislative frameworks

The Arab Business Legislative Framework Report (2020 – 2023)



105 Country Profiles and 5 overview reports

- Consumer Protection
- Competition
- Anticorruption
- Foreign Direct Investment
- Corporate
- Summary report on the Five legislative fields

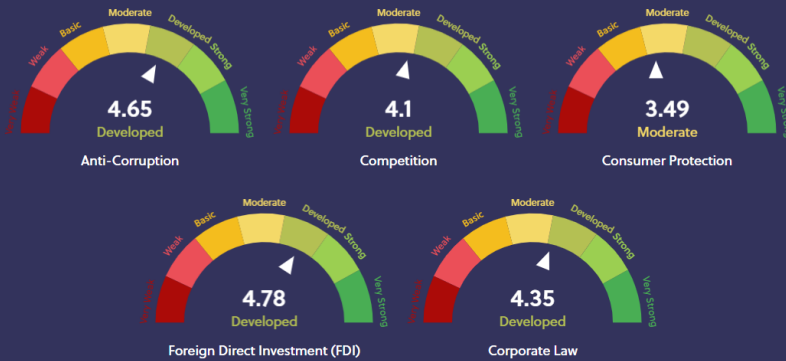


Shared Prosperity Dignified Life





More than 500 laws related to the business environment in Arab countries



- A reference to legislation related to the business environment
- Analyze legislation and identify regulatory gaps
- Facilitate the exchange of information and experiences



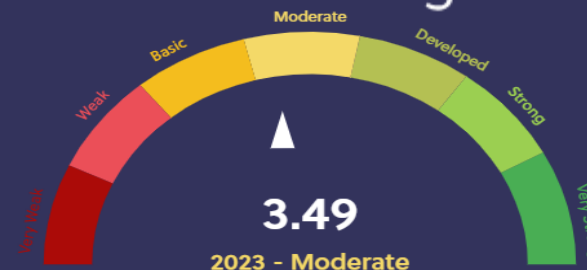
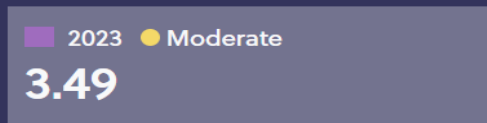
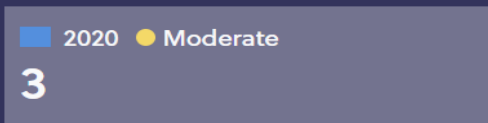
Consumer Protection Assessment



Arab Legislation Portal

The Arab Region

Arab countries have adopted consumer protection legislation that establishes legal safeguards and rights to shield consumers from unfair or deceptive practices in the marketplace.

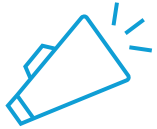


i This legislative assessment has a cut-off date of May 2023. Subsequent developments beyond this date are not reflected in the analysis.

Components i		Score ?			
Category name	2020	2023			
E-Commerce and Consumer Protection i	-	2.83	Basic		
Physical Safety Regulations i	3.82	4.3	Developed		
Protection of Consumers' Economic Interests i	4.83	5.3	Strong		
Measures Enabling Consumers to Obtain Redress i	3.22	4.06	Developed		
Promotion of Sustainable Consumption i	1.41	2.15	Basic		



Shared Prosperity **Dignified Life**



The four pillars of ESCWA's work in the field of enhancing consumer protection policies:

- Supporting Arab-Arab / Arab-Global dialogue
- Strengthening and developing legislative frameworks
- Capacity Building
- Creating and Disseminating knowledge





Supporting Arab-Arab dialogue

- **Partnership with UNCTAD:**

- Established in 2022 to enhance consumer protection in the Arab region.
- Aim to strengthen consumer protection by leveraging combined expertise and resources.





Supporting Arab-Arab dialogue

Consumer Protection Forum 2024

- Launching of the Arab Consumer Protection Forum 2024
- The forum will be held next year



Experts

20+



Member states

22



Participants

100



Shared Prosperity Dignified Life



ACPF 2024

المنتدى العربي
لحماية المستهلك

Arab Consumer
Protection Forum



Supporting Arab-Arab dialogue

Topics of discussion:

- Consumer Protection Policies for Sustainability
- Strengthening Legal Frameworks for Consumer Protection
- Improving access to redress and complaint resolution
- Consumer Protection in e-commerce and digital market



Shared Prosperity Dignified Life





Supporting Arab-Arab dialogue

Recommendations and impact:

- Networking Platforms and Communication Channels leading to better coordination and increased Stakeholder Engagement
- Harmonizing Laws that will lead to enhanced Legal and Regulatory Frameworks and Better Business Practices
- Education & Capacity Building programs that will lead to Strengthened Institutions and Enforcement Mechanisms



Shared Prosperity Dignified Life



ACPF 2024

المنتدى العربي
لحماية المستهلك

Arab Consumer
Protection Forum



Future Activities for Strengthening Consumer Protection in the Arab Region

- Knowledge sharing platforms
- Capacity-building activities
- Technical and advisory support to member states
- Research and studies in the field of consumer protection
- Monitor and assess legislative and regulatory reforms and developments



Shared Prosperity Dignified Life



Thank You



UNITED NATIONS

الاستقواء

ESCWA

Shared Prosperity **Dignified Life**

