



## **World Consumer Protection Map**

Contribution by  
IRAQ

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Page 2: Contact of respondent

**Q1** Name of responding member State **Iraq**

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**Q2** Name of responding authority/agency:

Market research and consumer protection center, University of Baghdad

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **No**

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

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

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**Q10** If you do, when was the main specific law first enacted? Date **08/02/2010**

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## Consumer Protection Survey

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

Respondent skipped this question

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

1- Name of law

**Consumer Protection Law No. (1) of 2010**

1- URL link

**<http://arb.parliament.iq/archive/2010/02/08/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D9%85%D8%B3%D8%AA%D9%87%D9%84%D9%83-%D8%B1%D9%82%D9%85-1-%D9%84%D8%B3%D9%86%D8%A9-2010/>**

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## Consumer Protection Survey

**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)**  
,  
**Voluntary codes for businesses** ,  
**Restrictive business practices (competition/antitrust)** ,  
**Electronic commerce,**  
**Promotion of sustainable consumption** ,  
**Food distribution,**  
**Water,**  
**Pharmaceuticals,**  
**Energy,**  
**Public utilities,**  
**Tourism,**  
**Data protection and privacy** ,  
**Financial services,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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Page 4: Consumer protection legislation

**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):

Respondent skipped this question

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## Consumer Protection Survey

**Q15** Please indicate the URL Link of the relevant law(s) to each field: **Respondent skipped this question**

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Page 5: Consumer protection institutions

**Q16** Name of Ministry responsible for consumer protection: **Respondent skipped this question**

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**Q17** URL link of responsible Ministry for consumer protection: **Respondent skipped this question**

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**Q18** Year when consumer protection was assumed by the current responsible ministry: **Respondent skipped this question**

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Page 6: Consumer protection institutions

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

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**Q20** Name of main consumer protection authority/agency:

Market Research and Consumer Protection Center, University of Baghdad

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**Q21** URL of main consumer protection authority/agency:

<http://mracpc.uobaghdad.edu.iq/>

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**Q22** Year of creation:

1997

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**Q23** Annual budget: (in USD) **Respondent skipped this question**

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**Q24** Total number of staff:

40

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**Q25** Total number of staff directly affected to consumer protection:

15

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**Q26** Do you have a law/decreree that governs the main consumer protection authority/agency? **Yes**

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## Consumer Protection Survey

**Q27** If you do, please provide the following details:

Reference of the law/decreed	<b>Iraqi Government</b>
URL to law/decreed	<a href="http://iraqlid.hjc.iq/LoadLawBook.aspx?page=1&amp;SC=&amp;BookID=40122">http://iraqlid.hjc.iq/LoadLawBook.aspx?page=1&amp;SC=&amp;BookID=40122</a>

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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** ,  
**Promotion of sustainable consumption** ,  
**Consumer education,**  
**Consumer information**

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Page 7: Consumer protection institutions

**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	-
Protection of vulnerable and disadvantaged consumers	<b>Ministry of Interior</b>
Physical safety	<b>Ministry of Health</b>
Product quality	<b>Central Organization for Standardization and Quality Control</b>
Promotional marketing and sales practices (including misleading advertisement)	-
Voluntary codes for businesses	<b>Ministry of Industry and Minerals</b>
Restrictive business practices(competition/antitrust)	<b>Ministry of Trade</b>
Electronic commerce	<b>Ministry of Trade</b>
Financial services	<b>Ministry of Finance</b>
Food distribution	<b>Ministry of Trade</b>
Water	<b>Ministry of Water Resources</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Ministry of Oil</b>
Public utilities	-
Tourism	<b>Ministry of Tourism and Antiquities</b>
Data protection and privacy	<b>Ministry of Communications</b>
Dispute resolution	<b>Ministry of Justice</b>
Redress	-

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## Consumer Protection Survey

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

Access by consumers to essential goods and services	-
Protection of vulnerable and disadvantaged consumers	<a href="https://moi.gov.iq/">https://moi.gov.iq/</a>
Physical safety	<a href="https://moh.gov.iq/">https://moh.gov.iq/</a>
Product quality	<a href="https://www.cosqc.gov.iq/shownewshome.php?id=62">https://www.cosqc.gov.iq/shownewshome.php?id=62</a>
Promotional marketing and sales practices (including misleading advertisement)	-
Voluntary codes for businesses	<a href="http://www.industry.gov.iq/">http://www.industry.gov.iq/</a>
Restrictive business practices(competition/antitrust)	<a href="http://www.mot.gov.iq/">http://www.mot.gov.iq/</a>
Electronic commerce	<a href="http://www.mot.gov.iq/">http://www.mot.gov.iq/</a>
Financial services	<a href="http://mof.gov.iq/Pages/MainMof.aspx">http://mof.gov.iq/Pages/MainMof.aspx</a>
Food distribution	<a href="http://www.mot.gov.iq/">http://www.mot.gov.iq/</a>
Water	<a href="http://www.mowr.gov.iq/">http://www.mowr.gov.iq/</a>
Pharmaceuticals	<a href="https://moh.gov.iq/">https://moh.gov.iq/</a>
Energy	<a href="https://oil.gov.iq/">https://oil.gov.iq/</a>
Public utilities	-
Tourism	<a href="https://www.mota.gov.jo/">https://www.mota.gov.jo/</a>
Data protection and privacy	<a href="http://www.moc.gov.iq/">http://www.moc.gov.iq/</a>
Dispute resolution	<a href="https://www.moj.gov.iq/">https://www.moj.gov.iq/</a>
Redress	-

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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) ,  
Voluntary codes for businesses ,  
Restrictive business practices (competition/antitrust) ,  
Electronic commerce,  
Financial services,  
Promotion of sustainable consumption ,  
Food distribution,  
Water,  
Pharmaceuticals,  
Energy,  
Public utilities,  
Tourism,  
Data protection and privacy ,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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Page 8: Consumer protection institutions

**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:

Respondent skipped this question

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## Consumer Protection Survey

**Q33** URL Link of the relevant authority/agency to each field: **Respondent skipped this question**

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

-

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**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **No**

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

700

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

700

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

Imprisonment

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Page 9: Consumer protection institutions

**Q39** Are there any non-governmental consumer organizations/associations in your country? **No**

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**Q40** Do you have a law/decree that governs consumer organizations/associations? **Yes**

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

Reference of the law/decree

**Non-Governmental Organizations Law**

URL to law/decree

**[http://iraqlid.hjc.iq:8080/LoadLawBook.aspx?  
SC=010620109062201](http://iraqlid.hjc.iq:8080/LoadLawBook.aspx?SC=010620109062201)**

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**Q42** Do consumer organizations/associations fulfil any of the following functions? **Respondent skipped this question**

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**Q43** Do consumer groups/associations receive public funding? **No**

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## Consumer Protection Survey

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

1- Name	-
1- Website	-
2- Name	-
2- Website	-
3- Name	-
3- Website	-

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Page 10: Consumer protection institutions

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

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**Q46** Is there a specialized judicial mechanism for consumer complaints? **No**

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**Q47** If there is, please provide the following details

Name	-
URL Link	-

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**Q48** Do you have collective redress/class actions for consumer complaints? **No**

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

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

Name of case	-
Year of case	-
Total amount in USD	-

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Page 11: Consumer protection institutions

**Q51** Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Comments:**

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## Consumer Protection Survey

**Q52** If there are any of the above, please provide the following details:

1- Name	-
1- URL Link	-
2- Name	-
2- URL Link	-
3- Name	-
3- URL Link	-

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

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**Q54** If there are, please provide the following details:

1- Name	-
1- URL Link	-
2- Name	-
2- URL Link	-
3- Name	-
3- URL Link	-

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Page 12: Consumer protection institutions

**Q55** Are there any self-regulation initiatives from businesses? **No**

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**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	-
1- Scope of application	-
1- URL link	-
2- Name of initiative	-
2- Scope of application	-
2- URL link	-
3- Name of initiative	-
3- Scope of application	-
3- URL link	-
4- Name of initiative	-
4- Scope of application	-
4- URL link	-

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Consumer Protection Survey

**Q57** Are there any co-regulation initiatives between businesses and public entities? **No**

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**Q58** Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

- 1- Name of initiative -
  - 1- Scope of application -
  - 1- URL link -
  - 2- Name of initiative -
  - 2- Scope of application -
  - 2- URL link -
  - 3- Name of initiative -
  - 3- Scope of application -
  - 3- URL link -
  - 4- Name of initiative -
  - 4- Scope of application -
  - 4- URL link -
- 

**Q59** Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11) **Respondent skipped this question**

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Page 13: Consumer protection institutions

**Q60** What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in? **Respondent skipped this question**

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**Q61** Please provide name and URL link of formal bilateral agreements (treaties):

-

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**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

-

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**Q63** Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

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**Q64** Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

-

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## Consumer Protection Survey

**Q65** Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

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Respondent skipped this question

**Q66** 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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Other (please specify):

-

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

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No

**Q68** If you do, please provide a short description

-

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

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Respondent skipped this question

## Consumer Protection Survey

**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

- |                                                    |   |
|----------------------------------------------------|---|
| 1- Name of programme/project                       | - |
| 1- Name of cooperating partner(s)                  | - |
| 1- Starting date of programme/project              | - |
| 1- Finish date of programme/project                | - |
| 1- Scope of programme/project (list areas of work) | - |
| 2- Name of programme/project                       | - |
| 2- Name of cooperating partner(s)                  | - |
| 2- Starting date of programme/project              | - |
| 2- Finish date of programme/project                | - |
| 2- Scope of programme/project (list areas of work) | - |
| 3- Name of programme/project                       | - |
| 3- Name of cooperating partner(s)                  | - |
| 3- Starting date of programme/project              | - |
| 3- Finish date of programme/project                | - |
| 3- Scope of programme/project (list areas of work) | - |
| 4- Name of programme/project                       | - |
| 4- Name of cooperating partner(s)                  | - |
| 4- Starting date of programme/project              | - |
| 4- Finish date of programme/project                | - |
| 4- Scope of programme/project (list areas of work) | - |
| 5- Name of programme/project                       | - |
| 5- Name of cooperating partner(s)                  | - |
| 5- Starting date of programme/project              | - |
| 5- Finish date of programme/project                | - |
| 5- Scope of programme/project (list areas of work) | - |

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Page 14: Consumer protection policies

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

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## Consumer Protection Survey

**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,**

**Weight and measures, prices and quality**

**Environmental protection**

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

**No**

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

- |                               |   |
|-------------------------------|---|
| 1- Name of initiative         | - |
| 1- Scope of initiative        | - |
| 1- URL link                   | - |
| 1- Impact (short description) | - |
| 2- Name of initiative         | - |
| 2- Scope of initiative        | - |
| 2- URL link                   | - |
| 2- Impact (short description) | - |
| 3- Name of initiative         | - |
| 3- Scope of initiative        | - |
| 3- URL link                   | - |
| 3- Impact (short description) | - |

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

**No**

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

- |                                              |   |
|----------------------------------------------|---|
| 1- Name of consumer organization/association | - |
| 1- URL link of initiative                    | - |
| 2- Name of consumer organization/association | - |
| 2- URL link of initiative                    | - |
| 3- Name of consumer organization/association | - |
| 3- URL link of initiative                    | - |

## Consumer Protection Survey

**Q77** Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

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**Q78** If your authority/agency does, please provide the following details:

1- Main area of work	<b>EXPOSURE TO TELEVISION PROMOTION OF PHARMACEUTICAL PRODUCTS AND TRENDS TOWARD THEM / FIELD RESEARCH FOR A SAMPLE OF THE AUDIENCE IN THE CITY OF BAGHDAD</b>
1- URL link to online library or publication(s)	<a href="http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/105/91">http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/105/91</a>
2- Main area of work	<b>QUALITY OF LOCAL AND IMPORTED DAIRY PRODUCTS FROM IRAQI CONSUMER OPINION</b>
2- URL link to online library or publication(s)	<a href="http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/110/96">http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/110/96</a>
3- Main area of work	<b>ESTIMATION OF LEAD ELEMENT IN THE BLOOD OF TRAFFIC POLICE IN THE CITY OF BAGHDAD.</b>
3- URL link to online library or publication(s)	<a href="http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/113/99">http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/113/99</a>
4- Main area of work	<b>INVESTIGATION OF BACTERIAL CONTAMINANTS IN FREEZERS KEEPING FROZEN FOOD IN LOCAL MARKETS</b>
4- URL link to online library or publication(s)	<a href="http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/44/37">http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/44/37</a>
5- Main area of work	<b>DETECTION OF MICROBIAL CONTAMINATION IN IMPORTED FROZEN CHICKEN THAT AVAILABLE IN LOCALLY MARKETS</b>
5- URL link to online library or publication(s)	<a href="http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/52/45">http://jmracpc.uobaghdad.edu.iq/index.php/IJMRCP/article/view/52/45</a>

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

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## Consumer Protection Survey

**Q80** If other organizations/associations do, please provide the following details:

- |                                                 |   |
|-------------------------------------------------|---|
| 1- Main area of work                            | - |
| 1- URL link to online library or publication(s) | - |
| 2- Main area of work                            | - |
| 2- URL link to online library or publication(s) | - |
| 3- Main area of work                            | - |
| 3- URL link to online library or publication(s) | - |
| 4- Main area of work                            | - |
| 4- URL link to online library or publication(s) | - |
| 5- Main area of work                            | - |
| 5- URL link to online library or publication(s) | - |
-