



World Consumer Protection Map

Contribution by
Saudi Arabia

Page 2: Contact of respondent

Q1

Saudi Arabia

Name of responding member State

Q2

Name of responding authority/agency:

Consumer Protection Deputy Ministry

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Q7

Yes

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

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Article 10. The state shall endeavor to strengthen family bonds, maintain its Arab and Islamic values, care for all its members, and provides conditions conducive to the development of their talents and abilities. Article 27: The state shall guarantee the right of the citizen and his family in emergencies, sickness, disability, and old age, and shall support the social security system and encourage institutions and individuals to participate in charitable work.

URL link

<https://old.boe.gov.sa/ViewSystemDetails.aspx?lang=en&SystemID=4&VersionID=240>

Consumer Protection Survey

Q9

Yes

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

Q10

Date

21/01/1962

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

Q11

Date

29/04/2008

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

Q12

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

1- Name of law

Anti Commercial Fraud Law

1- URL link

<https://old.boe.gov.sa/ViewSystemDetails.aspx?lang=en&SystemID=68&VersionID=84>

2- Name of law

Law of Commercial Data

2- URL link

<https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/95a6369d-d712-4028-842e-a9a700f1a957/2>

3- Name of law

E-Commerce Law

3- URL link

<https://mci.gov.sa/en/regulations/pages/details.aspx?lawid=aaa4d4cf-ca57-41ff-a3f9-aa8500a3512c>

4- Name of law

Statute of Saudi Standards, Metrology and Quality Organization

4- URL link

<https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/2734fa93-a1a6-4c38-8e0d-a9a700f1e46f/2>

5- Name of law

Competition Law

5- URL link

<https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/e3605c0d-ef87-4cff-b5da-aa3f0102bbb4/1>

6- Name of law

Maintenance, Spare Parts and Manufacturing Quality Guarantee

6- URL link

<https://mci.gov.sa/en/regulations/pages/details.aspx?lawid=5f5a308a-74c7-4ff8-a24f-a84100c21c48>

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)**
- ,**
- Voluntary codes for businesses,**
- Restrictive business practices (competition/antitrust),**
- Electronic commerce,**
- Food distribution,**
- Data protection and privacy,**
- Financial services,**
- 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):

Protection of vulnerable and disadvantaged consumers	Saudi Constitution
Pharmaceuticals	Law of Pharmaceutical Preparation and Installation
Energy	Law of Energy
Tourism	Tourism Law
Redress	Criminal Procedural Law

Q15

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

Protection of vulnerable and disadvantaged consumers	https://old.boe.gov.sa/ViewSystemDetails.aspx?lang=en&SystemID=4&VersionID=240
Pharmaceuticals	https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/e14d5204-6b1f-432e-b139-a9a700f28765/2
Energy	https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/73fd9170-ee6a-4380-8181-a9a700f29b65/2
Tourism	https://old.boe.gov.sa/ViewSystemDetails.aspx?lang=en&SystemID=149&VersionID=328
Redress	https://www.idc.gov.sa/ar-sa/RulesandRegulations1/%D9%86%D8%B8%D8%A7%D9%85%20%D8%A7%D9%84%D8%A5%D8%AC%D8%B1%D8%A7%D8%A1%D8%A7%D8%AA%20%D8%A7%D9%84%D8%AC%D8%B2%D8%A7%D8%A6%D9%8A%D8%A9.pdf

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Commerce and Investment

Q17

URL link of responsible Ministry for consumer protection:

<https://mci.gov.sa/en/Pages/default.aspx>

Q18

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

1954

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Consumer Protection Deputy Ministry

Q21

URL of main consumer protection authority/agency:

<https://mci.gov.sa/en/About/Departments/cp/Pages/default.aspx>

Q22

Year of creation:

1954

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Total number of staff:

1260

Q25

Total number of staff directly affected to consumer protection:

800

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decreed

**Council of Ministers Resolution No. (537) dated
12/29/1436 H (Amendment)**

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)
,
Voluntary codes for businesses,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Promotion of sustainable consumption,
Food distribution,
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:

Financial services	Saudi Arabian Monetary Authority
Water	Ministry of Water, Environment and Agriculture
Pharmaceuticals	Saudi Food and Drug Authority
Energy	Ministry of Energy
Tourism	Tourism Authority
Data protection and privacy	Saudi Arabian Monetary Authority and Communication and Information Technology Commission
Redress	Ministry of Justice

Q30

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

Financial services	http://www.sama.gov.sa/en-us/pages/default.aspx
Water	https://www.mewa.gov.sa/en/Pages/default.aspx
Pharmaceuticals	https://www.sfda.gov.sa/ar/Pages/default.aspx
Energy	https://www.meim.gov.sa/arabic/Pages/default.aspx
Tourism	https://scth.gov.sa/en/Pages/default.aspx
Data protection and privacy	http://www.sama.gov.sa/en-us/pages/default.aspx https://www.citc.gov.sa/ar/Pages/default.aspx
Redress	https://www.moj.gov.sa/english/pages/default.aspx

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,**
 - Electronic commerce,**
 - Food distribution,**
 - Consumer education,**
 - Consumer information**
-

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)	General Authority for Competition
Financial services	Saudi Arabia Monetary Authority
Water	Ministry of Environment and Water and Agriculture
Pharmaceuticals	Saudi Food and Drugs Authority
Energy	Ministry of Energy
Public utilities	Different Authorities
Tourism	General Authority for Culture and Tourism
Data protection and privacy	Saudi Arabia Monetary Authority, General Authority for Telecommunication
Dispute resolution	Ministry of Justice
Redress	Ministry of Justice

Q33

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

Restrictive business practices (competition/antitrust)	https://www.gac.gov.sa/
Financial services	http://www.sama.gov.sa/en-us/pages/default.aspx
Water	https://www.mewa.gov.sa/en/Pages/default.aspx
Pharmaceuticals	https://www.sfda.gov.sa/ar/Pages/default.aspx
Energy	https://www.meim.gov.sa/arabic/Pages/default.aspx
Tourism	https://scth.gov.sa/en/Pages/default.aspx#4
Data protection and privacy	https://www.citc.gov.sa/ar/Pages/default.aspx http://www.sama.gov.sa/en-us/pages/default.aspx
Dispute resolution	https://www.moj.gov.sa/english/pages/default.aspx
Redress	https://www.moj.gov.sa/english/pages/default.aspx

Q34

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

565

Q35

Yes

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

Q36

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

266000

Q37

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

266000

Q38

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

Direct fines,
Imprisonment up to 5 years max,
Withdrawal license,
Suspension / Closing the shop or the company,
and Product seizure.

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Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decree

Regulation of Consumer Protection Association

URL to law/decree

<https://cpa.org.sa:88>

Consumer Protection Survey

Q42

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

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests before courts
,
Legal representation for consumer collective actions

Q43

Do consumer groups/associations receive public funding?

Yes

Q44

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

1- Name

Consumer Protection Association

1- Website

<https://cpa.org.sa/>

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Q45

Can consumers obtain redress through judicial channels?

Yes

Q46

Is there a specialized judicial mechanism for consumer complaints?

No

Q47

If there is, please provide the following details

Respondent skipped this question

Q48

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

No

Q49

Who can represent consumer interests in court?

Consumers individually,
Lawyers,
Consumer associations

Q50

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

Name of case

No Class Action

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Q51

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

Comments:

No

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?

Yes

Q56

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

1- Name of initiative

Supporting Communities in the Kingdom

1- Scope of application

Social Responsibility

1- URL link

<https://www.saudiamco.com/ar/making-a-difference/people-and-community/supporting-communities>

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	Maintenance and Guarantee Regulations
1- Scope of application	After Sale Services
2- Name of initiative	Offers and Advertisements Regulation
2- Scope of application	Misleading Advertising

Q59

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

- Fair and equitable treatment,**
- Responsible commercial behaviour,**
- Disclosure of information and transparency,**
- Education and awareness-raising,**
- Protection of privacy,**
- Consumer complaints and disputes**

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Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)	2	
Informal (memoranda of understanding)		

Q61

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

Saudi Arabia and Japan; The field of combating counterfeiting of commercial products
<https://www.uqn.gov.sa/articles/1502395856996162900/>

Q62

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

Saudi Arabia and China: the total of international cooperation agreements
<https://www.uqn.gov.sa/articles/1550849653719440200/>

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

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

Policy making,
Enforcement,
Consumer rights/legitimate needs,
Physical safety,
Product quality,
Promotional marketing and sales practices (including misleading advertisement)
,
Consumer education,
Consumer information

Q66

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

Investigate,
Pursue,
Share information and evidence

Q67

Yes

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

Q68

If you do, please provide a short description

There will be a cooperation between the Saudi Authorities and the person/entity's country in the process of investigating and pursuing the case.

Q69

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

	Bilaterally	Through an international organization/network
As a recipient	Yes	No
As a donor		No

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	Product Safety Program
1- Name of cooperating partner(s)	Saudi Standards, Metrology and Quality Organization
1- Starting date of programme/project	2017
1- Finish date of programme/project	2020
1- Scope of programme/project (list areas of work)	Product Safety

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Q71

Yes

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

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,
Electronic commerce,
Financial services,
Efficient use of materials, energy, water

Q73

Yes

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

Q74

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

1- Name of initiative	Its ongoing and continues education process
1- Scope of initiative	All the Fields of Consumer Rights
1- Impact (short description)	Through many platforms the Authority carry out educational campaigns that can help consumers in need and spread awareness to all the society's members

Q75

Yes

Do consumer organizations/associations provide education and information initiatives?

Q76

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

1- Name of consumer organization/association	(Fatoraty) Saudi Consumer Protection Association
1- URL link of initiative	https://apps.apple.com/sa/app/fatoraty-%D9%81%D8%A7%D8%AA%D9%88%D8%B1%D8%AA%D9%8A/id1474801437
2- Name of consumer organization/association	(Qaren) Saudi Consumer Protection Association
2- URL link of initiative	https://www.monshaat.gov.sa/ar/content/%D9%82%D8%A7%D8%B1%D9%86

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Q77

Yes

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

Q78

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

1- Main area of work	Consumer Protection Practices and Regulations
1- URL link to online library or publication(s)	NOT PUBLISHED

Q79

Yes

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

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

1- Main area of work

Study of the Saudi indicator to consumer empowering

1- URL link to online library or publication(s)

<https://cpa.org.sa:88/page/44>
