
**Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)**

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The KSA Application of the UN Guidelines for Consumer Protection

**Submission by
The Ministry of Commerce
Kingdom of Saudi Arabia**

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Ministry of Commerce

The KSA Application of the UN Guidelines for Consumer Protection

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Saudi Arabia Efforts in Implementing “UNGCP”



1. Privacy and global flow of information (data protection)

- Establishment of National Cybersecurity Authority.
- New technologies addressed through the authority’s regulations.
- Laws and regulations adopted by governmental entities regarding Consumer Privacy and Data Protection.
- Saudi Arabia ranks No. 2 globally in its commitment to cybersecurity according to the International Telecommunication Union (ITU) 2021.



2. E-Commerce:

- E-Commerce law.
- Unified Strategic Framework of E- Commerce between the GCC countries.



Saudi Arabia Efforts in Implementing “UNGCP”



3. Access to essential goods & services

- Electronic System to monitor the prices for essential products.
- New regulations to prevent economic operators from taking advantage of any crises to raise product or services prices.



4. Protection of vulnerable and disadvantaged consumers

- The Citizens Account Programme which helps vulnerable consumers to pay their utility bills.
- The moratorium on electricity disconnections during the COVID crisis.
- The Financial Sector Development Programme and its efforts to promote financial inclusion

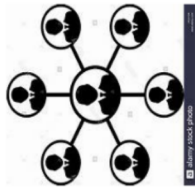


Saudi Arabia Efforts in Implementing “UNGCP”



5. Consumer Information and Education:

- Economic Operators are required by law to disclose the product information.
- Workshops for E-stores about new E-Commerce law.
- Continuous awareness campaigns on consumer rights.



6- The Role of Consumer Associations:

Participation in decisions by being:

- A member of the Standing Committee for Consumer Protection
- An expected member in the new National Consumer Council.



The Current Development of UNGCP in KSA:

Drafting Proper law and Policies for:

- Consumer protection law & Dispute Resolution
- products safety law
- Promoting Sustainable Consumption





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