Enhancing Consumer Protection Policy in the Arab Region

Presentation

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Enhancing Consumer Protection policy in the Arab Region

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Intergovernmental group of experts on consumer protection law and policy, 1-2 July 2024
Consumer Protection
The status in the Arab region
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

Strengthening and developing legislative frameworks

105 Country Profiles and 5 overview reports

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

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.

<table>
<thead>
<tr>
<th>Component</th>
<th>2020</th>
<th>2023</th>
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<tbody>
<tr>
<td>E-Commerce and Consumer Protection</td>
<td></td>
<td>2.83</td>
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<tr>
<td>Physical Safety Regulations</td>
<td>3.82</td>
<td>4.3</td>
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<tr>
<td>Protection of Consumers’ Economic Interests</td>
<td>4.83</td>
<td>5.3</td>
</tr>
<tr>
<td>Measures Enabling Consumers to Obtain Redress</td>
<td>3.22</td>
<td>4.06</td>
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<tr>
<td>Promotion of Sustainable Consumption</td>
<td>1.41</td>
<td>2.15</td>
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This legislative assessment has a cut-off date of May 2023. Subsequent developments beyond this date are not reflected in the analysis.
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.
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
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
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
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
Thank You