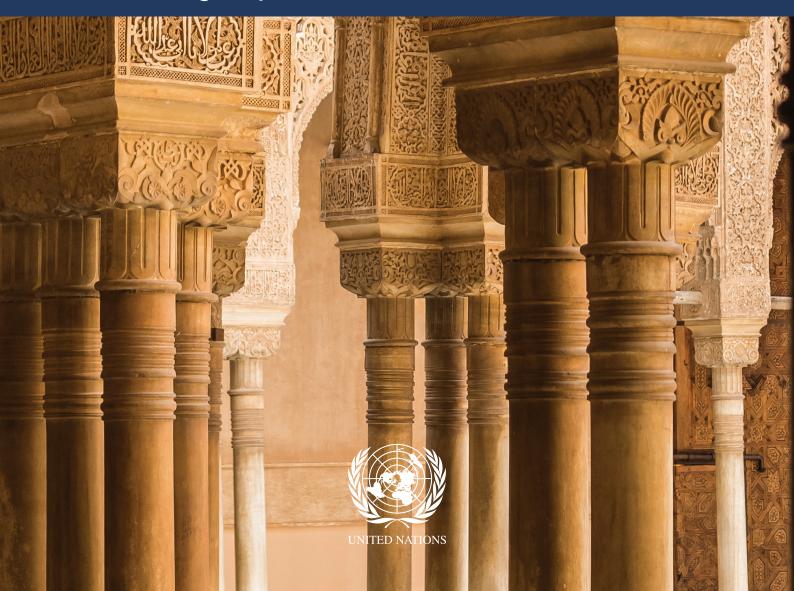




GUIDELINESON CONSUMER PROTECTION:

Agency Structure and Effectiveness

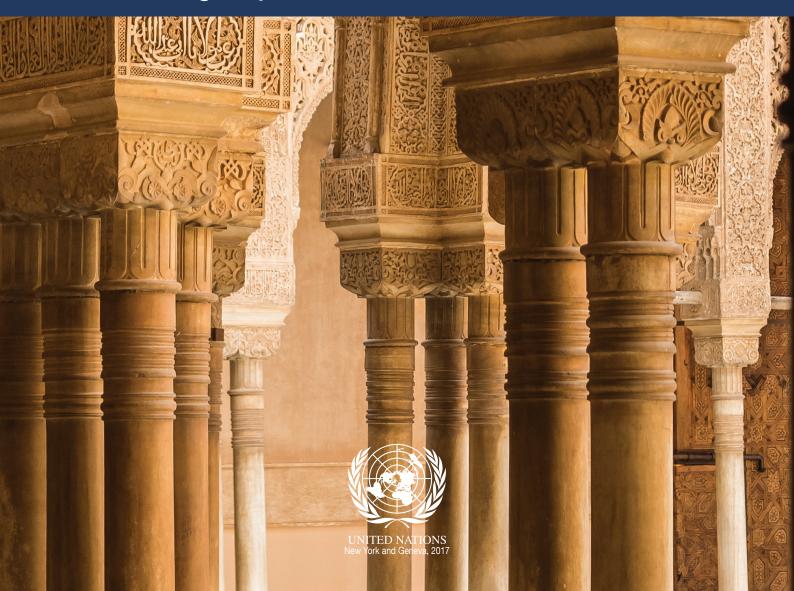






GUIDELINESON CONSUMER PROTECTION:

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Guidelines on Consumer Protection: Agency Structure and Effectiveness

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LIST OF ABBREVIATIONS

ADR Alternative Dispute Resolution

CARICOM Caribbean Free Trade agreement

COPOLCO Consumer Policy Committee of the International Organization for Standardization

DGCCRF Direction Générale de la Concurrence, la Consommation et la Repression des Fraudes

IBA International Bar Association

ICPEN International Consumer Protection and Enforcement Network

IGE Intergovernmental Group of Experts

ILA International Law Association

ISO International Organization for Standardization

MDG Millennium Development GoalsMENA Middle East and North AfricaSDG Sustainable Development Goals

UNCTAD United Nations Conference on Trade and DevelopmentUNGCP United Nations Guidelines for Consumer Protection

WTO World Trade Organization

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FOREWORD

These guidelines and the accompanying analysis are based on a range of sources as well as exchanges with colleagues in the MENA (Middle East and North Africa) region. The sources include the 2015 *Inception Report* and survey data provided to UNCTAD secretariat from some of the countries. These are set in the context of the *United Nations Guidelines for Consumer Protection*, first drafted in 1985 and with subsequent revisions in 1999 and 2015. Other UNCTAD sources are referred to, in particular the Manual on Consumer Protection first published 2004 and later revised over the period between 2016 and 2017. It was then published as a provisional advance copy for the UNCTAD Ministerial Conference in July 2016. The analysis of legislation is heavily concentrated on Consumer Protection Acts in the countries under study, namely Algeria, Egypt, Jordan, Lebanon, Morocco, Tunisia and the State of Palestine. Readers are advised that other legislation, covering particular sectors will also contain protections for consumers. However, although such legislation is referred to wherever possible, it is too extensive to be subjected to the same levels of detailed analysis. Of note, it is possible that some inaccuracies may occur due to the translation of documents from Arabic into English and/or French. These languages are the main ones in which the consumer protection team is working.

These guidelines for Consumer Protection Agencies are accompanied by a sister volume of *Guidelines on Consumer Protection: Business engagement*. They also form part of a series which also includes competition policy: *Good Governance Guidelines: Independence and Transparency, and Competition Guidelines: Leniency Programmes*; and UNCTAD, MENA programme, 2016. Readers are recommended to refer to those publications whenever possible.

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