



**UNCTAD**  
**MENA**  
PROGRAMME

# **GUIDELINES**

ON CONSUMER PROTECTION:

Agency Structure and Effectiveness



UNITED NATIONS





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## **LIST OF ABBREVIATIONS**

<b>ADR</b>	Alternative Dispute Resolution
<b>CARICOM</b>	Caribbean Free Trade agreement
<b>COPOLCO</b>	Consumer Policy Committee of the International Organization for Standardization
<b>DGCCRF</b>	<i>Direction Générale de la Concurrence, la Consommation et la Repression des Fraudes</i>
<b>IBA</b>	International Bar Association
<b>ICPEN</b>	International Consumer Protection and Enforcement Network
<b>IGE</b>	Intergovernmental Group of Experts
<b>ILA</b>	International Law Association
<b>ISO</b>	International Organization for Standardization
<b>MDG</b>	Millennium Development Goals
<b>MENA</b>	Middle East and North Africa
<b>SDG</b>	Sustainable Development Goals
<b>UNCTAD</b>	United Nations Conference on Trade and Development
<b>UNGCP</b>	United Nations Guidelines for Consumer Protection
<b>WTO</b>	World Trade Organization

# TABLE OF CONTENTS

<b>ACKNOWLEDGEMENTS .....</b>	<b>III</b>
<b>LIST OF ABBREVIATIONS.....</b>	<b>IV</b>
<b>FOREWORD .....</b>	<b>VI</b>
<b>1. INTRODUCTION .....</b>	<b>1</b>
<b>2. INTERNATIONAL CONTEXT AND BENCHMARKS FOR CONSUMER PROTECTION .</b>	<b>2</b>
2.1 United Nations Guidelines for Consumer Protection.....	2
2.2 Other UNCTAD instruments.....	3
2.3 Organisation for Economic Cooperation and Development .....	3
2.4 The Group of 20 .....	4
2.5 International Standards Organisation .....	5
2.6 The notion of consumer rights: UNGCP “legitimate needs” .....	6
2.7 Consumer protection and constitutional provisions .....	6
2.8 Consumer rights in the MENA region .....	7
<b>3. CONSUMER POLICY AND CONSUMER PROTECTION LAW.....</b>	<b>10</b>
3.1 Generic or sectoral laws? .....	10
3.2 Framework legislation .....	10
3.3 Consumer Protection laws in the MENA region.....	12
<b>4. INSTITUTIONAL ARCHITECTURE OF CONSUMER PROTECTION AGENCIES .....</b>	<b>16</b>
4.1 Structure and functions of Consumer Protection Agencies: global perspective .....	16
4.2 Structure and functions of Consumer Protection Agencies in the MENA region.....	19
4.3 Resources and accountability .....	22
4.4 Stakeholder participation in consumer protection.....	23
4.5 International cooperation .....	27
<b>5. CONCLUSIONS: CHALLENGES TO CONSUMER PROTECTION IN THE MENA REGION.....</b>	<b>29</b>
5.1 Feedback from the region.....	29
5.2 Future issues .....	30
5.2.1 Access to essential goods and services and vulnerable consumers .....	30
5.2.2 E-commerce and privacy .....	30
<b>NOTES .....</b>	<b>34</b>

## 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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