



World Consumer Protection Map

Contribution by
Oman

Page 2: Contact of respondent

Q1 **Oman**
Name of responding member State

Q2
Name of responding authority/agency:
Consumer Protection Authority

Page 3: Consumer protection legislation

Q7 **No**
Does your country's Constitution contain a provision on consumer protection?

Q8 **Respondent skipped this question**
If you do, please provide de following details:

Q9 **Yes**
Does your country have have specific law(s) on consumer protection ?

Q10 **Date** **28/08/2002**
If you do, when was the main specific law first enacted?

Q11 **Date** **30/11/2014**
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	Royal Decree No. 81/2002: Consumer Protection Law
1- URL link	https://qanoon.om/p/2002/rd2002081/
2- Name of law	Royal Decree No. 66/2014: Consumer Protection Law
2- URL link	https://www.oman.om/wps/wcm/connect/77ff1b96-3f47-423e-8507-16db2c9364cb/The+Consumer+Protection+Law.pdf?MOD=AJPERES&CACHEID=77ff1b96-3f47-423e-8507-16db2c9364cb

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)**
- ,**
- Redress,**
- Consumer education,**
- Consumer information**

Page 4: Consumer protection legislation

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):

Restrictive business practices (competition/antitrust)	Royal Decree No. 67/2014: Competition Protection & Monopoly Prevention Law
Food distribution	Royal Decree No.84 of 2008: Food Safety Law.
Water	Royal Decree No.84 of 2008: Food Safety Law.
Financial services	Royal Decree No. 114/2000

Q15

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

Restrictive business practices (competition/antitrust)	https://cmc.om/media/attachments/2018/12/06/english-law.pdf
Food distribution	http://extwprlegs1.fao.org/docs/pdf/oma166026.pdf
Water	http://extwprlegs1.fao.org/docs/pdf/oma166026.pdf
Financial services	https://www.cbo.gov/sites/assets/Documents/English/LawRegulations/BankingLaw.pdf

Page 5: Consumer protection institutions

Q16 Respondent skipped this question

Name of Ministry responsible for consumer protection:

Q17 Respondent skipped this question

URL link of responsible Ministry for consumer protection:

Q18 Respondent skipped this question

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

Page 6: Consumer protection institutions

Q19 Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Consumer Protection Authority (CPA)

Q21

URL of main consumer protection authority/agency:

<https://pacp.gov.om/en/Pages/default.aspx>

Q22

Year of creation:

2011

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Total number of staff:

928

Q25

Respondent skipped this question

Total number of staff directly affected to consumer protection:

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

Decision No. 77/2017: Executive Regulation of the Consumer Protection law

URL to law/decreed

<https://pacp.gov.om/en/pages/theregulationsunderthecoconsumerprotectionlaw.aspx>

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)
- ,
- Electronic commerce,
- Promotion of sustainable consumption,
- Redress,
- Consumer education,
- Consumer information

Page 7: Consumer protection institutions

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:

Restrictive business practices(competition/antitrust)	Ministry of Commerce & Industry
Financial services	Central Bank of Oman / Capital Market Authority
Food distribution	Ministry of Agriculture, Fisheries & Water Resources
Water	Ministry of Agriculture, Fisheries & Water Resources
Pharmaceuticals	Ministry of Health
Energy	Ministry of Energy & Minerals / Public Authority for Electricity and Water
Public utilities	Ministry of Transport, Communications & Information Technology
Tourism	Ministry of Heritage & Tourism

Q30

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

Restrictive business practices(competition/antitrust)	https://www.moci.gov.om/
Financial services	https://cbo.gov.om/
Food distribution	https://www.maf.gov.om/
Water	https://www.maf.gov.om/
Pharmaceuticals	https://www.moh.gov.om/en/home
Public utilities	https://www.mtc.gov.om/ITAPortal/ITA/default.aspx
Tourism	https://omantourism.gov.om/

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)
 - ,
 - Redress,
 - Consumer education,
 - Consumer information
-

Page 8: Consumer protection institutions

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:

Respondent skipped this question

Q33

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

Respondent skipped this question

Q34

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

Respondent skipped this question

Q35

Yes

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

Q36

Respondent skipped this question

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

Q37

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

129872

Q38

Respondent skipped this question

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

Page 9: Consumer protection institutions

Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decreed

Royal Decree No. 14/2000: Civil Societies Law

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

Q43

No

Do consumer groups/associations receive public funding?

Q44

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

1- Name

Oman Association for Consumer Protection (OACP)

1- Website

<http://www.c-dat.co/demo/omanconsumer/index.html>

Page 10: Consumer protection institutions

Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

Yes

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name

Public Prosecution Department for Consumer Protection Issues

Q48

No

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

Q49

Consumer protection enforcement authority/agency

Who can represent consumer interests in court?

Q50

Respondent skipped this question

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

Page 11: Consumer protection institutions

Q51 **Mediation/ Conciliation**
Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Q52
If there are any of the above, please provide the following details:

1- Name **Thru Consumer Protection Authority (CPA)**
1- URL Link **<https://pacp.gov.om/en/pages/default.aspx>**

Q53 **No**
Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54 **Respondent skipped this question**
If there are, please provide the following details:

Page 12: Consumer protection institutions

Q55 **No**
Are there any self-regulation initiatives from businesses?

Q56 **Respondent skipped this question**
Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Q57 **No**
Are there any co-regulation initiatives between businesses and public entities?

Q58 **Respondent skipped this question**
Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59 **Respondent skipped this question**
Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Page 13: Consumer protection institutions

Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)	3	2

Q61

Respondent skipped this question

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

Q62

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

- 1) Memorandum of Understanding between the government of the Sultanate of Oman and the government of the Republic of Tunisia on 11/12/2012
- 2) Memorandum of Understanding with the Ministry of Economy of the United Arab Emirates dated 11/2/2014
- 3) Memorandum of Understanding with the Egyptian Consumer Protection Agency, dated 12/1/2014 AD

Q63

Respondent skipped this question

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

Q64

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

- 1) Cooperation program with the Consumer International in October 2012
- 2) Memorandum of Cooperation with the General Secretariat of the Council of Arab Economic Unity on May 21, 2013

Q65

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

Judicial cooperation,
Policy making,
Enforcement,
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)
,
Restrictive business practices(competition/antitrust),
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Dispute resolution,
Redress,
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?

Respondent skipped this question

Q67

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

No

Q68

If you do, please provide a short description

Respondent skipped this question

Q69

Respondent skipped this question

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

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	Exchange Experience and Cooperating in Consumer Protection
1- Name of cooperating partner(s)	Oman and Kuwait
1- Starting date of programme/project	3/11/2013
1- Finish date of programme/project	5/11/2013

Page 14: Consumer protection policies

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?

Product hazard,
Legislation, dispute resolution,
Weight and measures, prices and quality,
Electronic commerce,
 Other (please specify):
 Consumers & Suppliers' Rights

Q73

Respondent skipped this question

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

Q74

Respondent skipped this question

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

Q75

Respondent skipped this question

Do consumer organizations/associations provide education and information initiatives?

Q76 Respondent skipped this question

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

Page 15: Consumer protection policies

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 satisfaction survey
1- URL link to online library or publication(s)	https://pacp.gov.om/ar/pages/survey.aspx

Q79 No

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

Q80 Respondent skipped this question

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