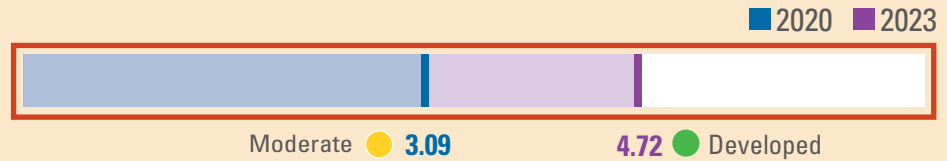
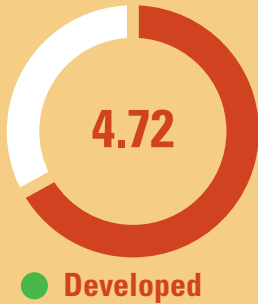




# ARAB BUSINESS LEGISLATIVE FRAMEWORKS

## CONSUMER PROTECTION

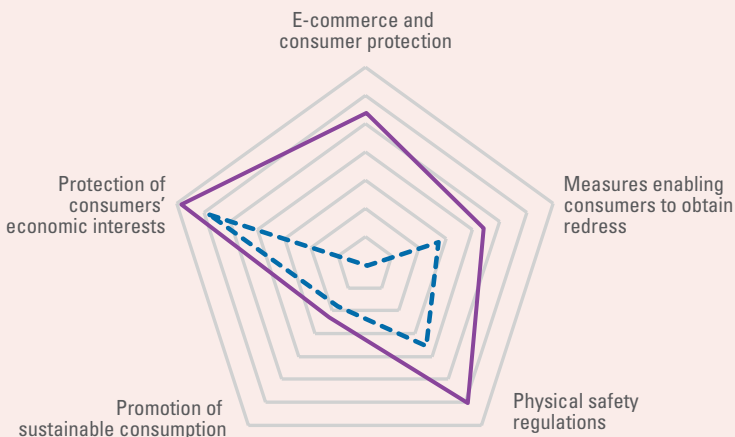


● Very strong ● Strong ● Developed ● Moderate ● Basic ● Weak ● Very weak

COMPONENTS	2020	2023
E-commerce and consumer protection	—	● 5.44
Measures enabling consumers to obtain redress	● 2.63	● 4.38 ▲
Physical safety regulations	● 3.50	● 6.13 ▲
Promotion of sustainable consumption	● 1.75	● 2.33 ▲
Protection of consumers' economic interests	● 5.83	● 7.00 ▲

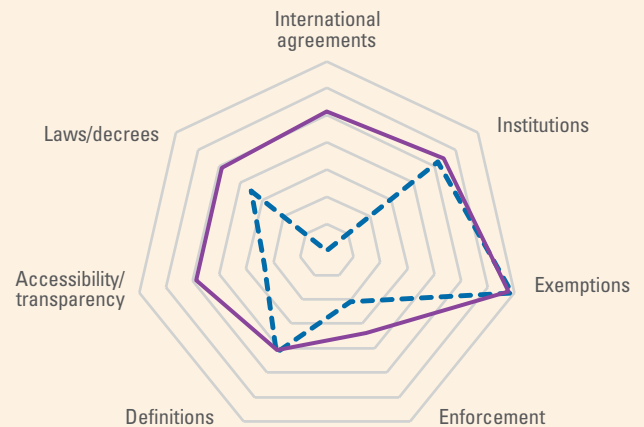
### COMPONENTS

■ 2020 ■ 2023



### ELEMENTS

■ 2020 ■ 2023



Given the importance of securing consumers' interests and controlling the market, Oman had adopted different decrees related to consumer protection, with the most significant being Royal Decree No. [66/2014](#), followed by the executive regulations of the law issued by Resolution No. [77/2017](#) and its amendments through the ministerial decision No. [1/2022](#). The ministerial decision further enables consumers to obtain redress and established a strong sanction regime for deterrence.



## Physical safety regulations

According to article 21 of the Executive Regulation No. [77/2017](#), suppliers are prohibited from trading in any good or service before ensuring its compliance with the stipulated health and safety conditions. Paragraph 3 of article 21 requires goods or services to be free from dangers and/or potential risks that can affect the safety and health of consumers.

Articles 8 to 13 of the law and 38 to 42 of the executive regulation cover the establishment and functions of a consumer protection authority. These prerogatives include protecting the market from price fluctuations, conducting examinations to ensure the safety of commodities, guaranteeing fair treatment and access to the market, developing consumer general awareness, appointing experts in case of disputes between consumers, taking disciplinary actions against violators, and requesting from the public prosecutor to take precautionary and temporary

measures. It is worth noting that there are no exemptions in either the law or the executive regulation regarding the enforcement of the Consumer Protection provision, etc.

Oman has also ratified the Unified Law for Combating Commercial Fraud in the Gulf Cooperation Countries No. [20/2019](#) and issued the executive regulation related to it. According to article 3 of the Unified Law, and articles 2, 5, and 6 of its Executive Regulation, the suppliers should notify competent authorities of any contaminated or spoiled goods upon discovery or knowledge of them. The supplier is also required to stop selling or dealing with contaminated commodities and must immediately initiate procedures for withdrawing the commodities and warning publicly against its use. Article 13 of the Unified Law states that the court should rule for the withdrawal of contaminated goods and publish its ruling in two daily newspapers at the expense of the supplier if no corrective actions were taken by the latter.



## Protection of consumers' economic interests

Chapter II of the law guarantees the rights of consumers, including the right to information, the right to free choice of goods and services, the right to the guaranteed quality of goods and services and to acquiring them at the stated price, the right to health and safety during the normal use of goods and services, and the right to fair compensation for damages suffered due to normal use of goods and services, etc.

Chapter III of the Law determines the duties and responsibilities of the supplier. Those include providing correct and accurate information regarding product specifications, production and expiry dates, and price. Responsibilities also include transparency and credibility, meaning the avoidance of disseminating any misleading

information regarding a product or a service, and guaranteeing that the product or service complies with health and safety standards for normal use. Suppliers are also prohibited from engaging on their own or in collaboration with other suppliers, in any practice aiming to monopolize trade in a commodity, etc.

Finally, articles 40, 41 and 42 of the executive regulation qualify the consumer protection authority officers as judicial officers empowered to investigate infringements and submit reports to the competent authorities. Also, the authority has the power to notify suppliers about infringements in order to settle them, impose administrative penalties and refer infringements to the public prosecutor, and seize violating commodities until a decision is rendered about them, etc.



## Measures enabling consumers to obtain redress

According to article 15 of the executive regulations, the right of consumers to obtain redress is guaranteed. Suppliers have the obligation to accept the return of the product and to refund, or to pay an amount of money that matches the damages, or to address the flaw in the product after receiving the written consent of the consumer. The law does not provide for any exemptions regarding the right to obtain redress.

Pursuant to article 9 of the executive regulation, where complaints require technical expertise, the authorities may decide to seek a technical expert to investigate and draft a report. Finally, chapter 5 of the executive regulations sets out a categorized sanction regime for infringements. It is worth noting that sanctions are limited to fines, and none of them include imprisonment sanctions.



## Promotion of sustainable consumption

Although Oman has an environmental law (Royal Decree 114/2001 on environmental protection), there are no laws

or consumer protection provisions that directly target sustainable consumption.



## E-commerce and consumer protection

According to article 1 of the executive regulation, an e-contract is defined as a contract concluded between the supplier and the consumer through an electronic platform. Therefore,

provisions of the consumer protection law and executive regulations apply to e-transactions, especially regarding false advertisements, redress, return of products etc.

## RECOMMENDATIONS

- To strengthen coordination mechanisms between the national consumer protection authority and other administrative authorities such as the competition, public health, customs, trade, and environmental authorities.
- To develop more policies and legal provisions that tackle sustainable consumption, including consumer activities, duties on manufacturers, and a specific sanction regime.
- To further develop e-commerce practices and the protection of consumers in the digital market through a separate chapter in the law.
- To strengthen coordination and the establishment of agreements with regional and global consumer protection authorities to deter cross-border unfair practices that may be harmful to consumers.

