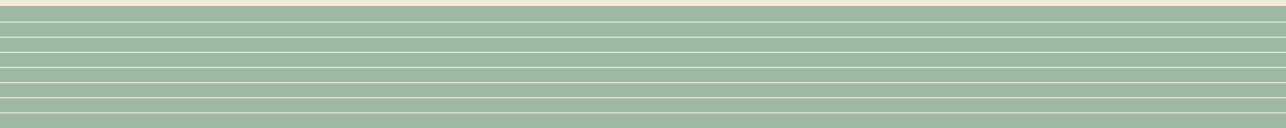
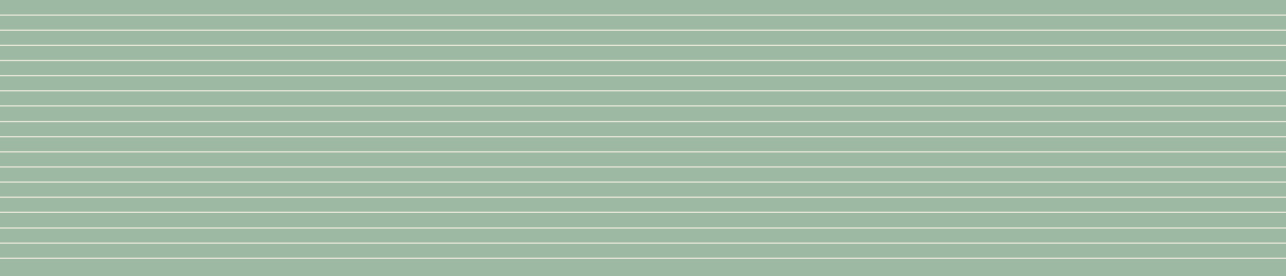




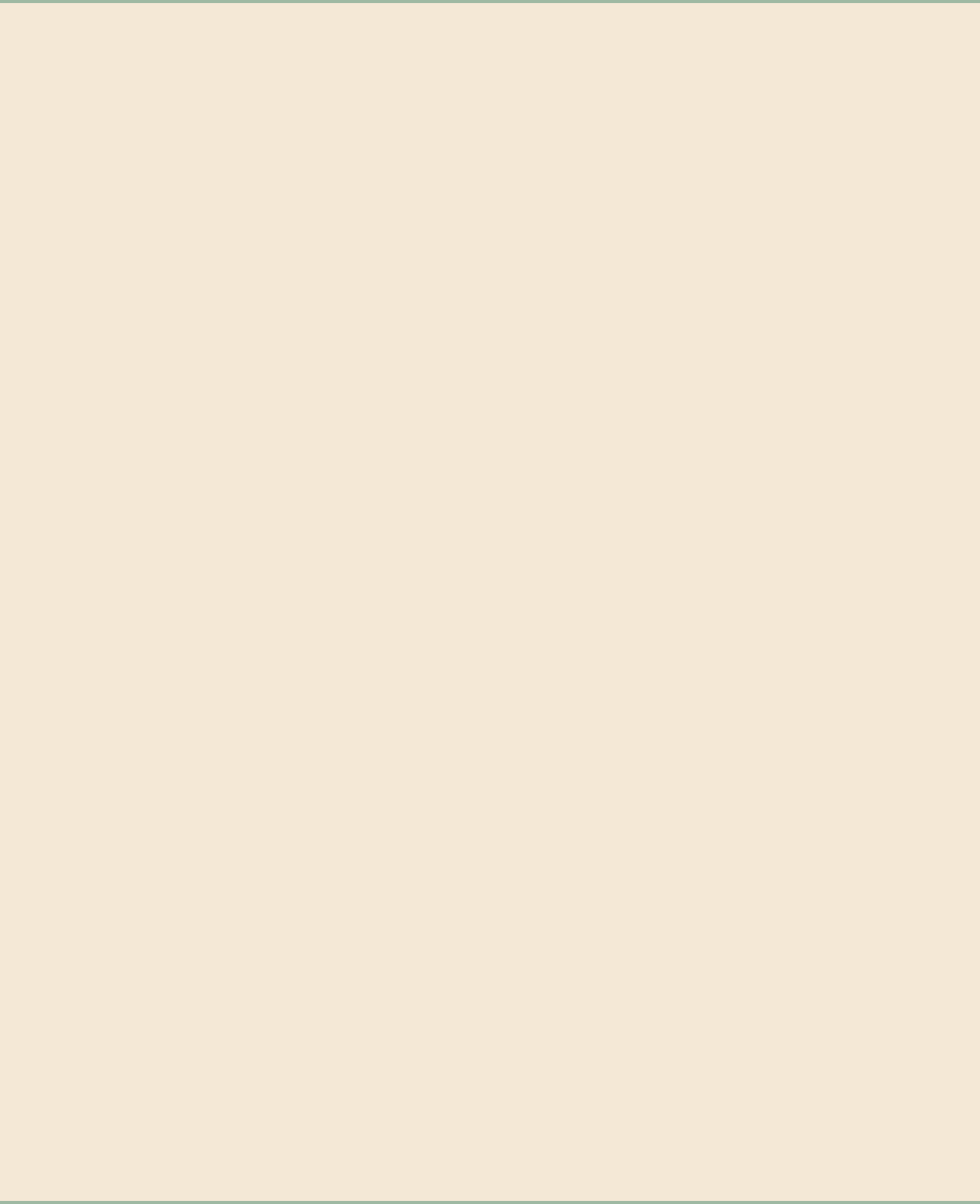
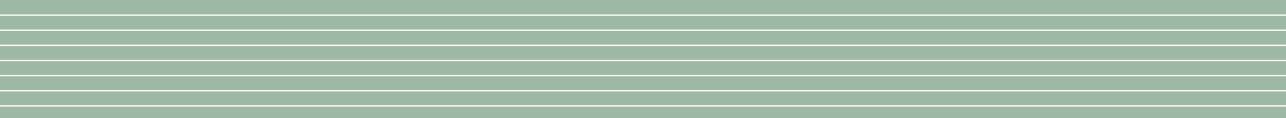
Sultanate of Oman
Public Authority for Consumer Protection

The Public Authority for Consumer Protection Annual Statistical Report for the year 2012





His Majesty Sultan Qaboos bin Said



Introduction

Praise be to Allah Lord of Creations; and prayers and peace be upon the best of all creations.

The Public Authority for Consumer Protection (PACP), since it was first established, has been trying to play its role spreading its consumer protection umbrella all over the Sultanate. Its affiliates, whether at the main office in Muscat or in its twelve governorate branches, exert themselves in order to develop and improve their work in realizing the Authority's vision and achieving its missions.

Statistical data derived from statistical indicators in this booklet reflect the efforts made by PACP and subordinate branches staff to realize consumer protection and educate them about their rights and their responsibility towards the community through observing all reports and complaints made by consumers, in addition to settlements of such complaints and referring some of them to the Public Prosecutor to decide on them where most of the decisions came in favor of the consumer. The booklet contained a number of tables, statistical graphs and drawings relating to reports and complaints and their classification according to type, governorate, as well as the number of violations and cases referred to the Public Prosecution as well as penal orders and fines.

No doubt that PACPS 2012 Annual Statistical Report issue is a very important step in the area of achievements documentation since its foundation one year ago. This shall contribute to determining and establishing future visions and directives towards the development of activities and plans aiming at upgrading of services to be provided by the Authority in the future.

Index

The Chairman’s Statement 8

I.

Data of registered Complaints, Reports and Violations in 2012..... 10

II.

Consumers’ Complaints 11

III.

Data of Registered Complaints and their Classification 22

IV.

Reports (Consumer Hotline)..... 24

V.

Data of Registered Reports and their Classification 26

VI.

Issued Violations 28

VII.

Classification of Violations 29

VIII.

Data of Issued Violations and their Distribution Based
on their Classification 30

IX.

Cases, Penal Orders and Fines Recorded during 2012..... 32

X.

Training Courses and Programs offered for PACP Staff..... 34

The Chairman's Statement

Praise be to Allah, Lord of Creations. Prayers and peace be upon the seal of prophets and messengers, our Prophet, Mohammed, and upon all his family and companions.

The Consumer is the mainstay and cornerstone of the economic community, and therefore, the advanced communities no longer consider the consumer as a marginal element within the economic equation, but as the main element around whom other elements would revolve.

The Sultanate has made, under the leadership of His Majesty Sultan Qaboos bin Said, a lot of achievements in several areas. The Public Authority for Consumer Protection (PACP) is one of those achievements made during His prosperous reign aiming at ensuring prosperity and development for the citizens and residents of the Sultanate. Although established only recently, PACP could become a very active and efficient partner in the development process. Besides, through making several efforts to protect and educate the consumer, it has advanced in great strides towards realization of the objectives and visions for which it has been established. It has played its role of market control and regulation in order to put an end to unfavorable practices towards the consumer and to work credibly towards realization of equity and transparency in commercial transactions



with consumers, protect their rights and educate them about their responsibilities.

In documentation of such activities and achievements, the PACP Annual Statistical Report for the year ٢٠١٢ comes to reflect the Authority's activity around the year and to highlight the efforts made and activities carried out in several fields within the Authority.

This report contains comprehensive information about human resources, training courses, qualifying programs offered to PACP staff, statistical surveys and data of violations reported, consumers' complaints, reports (consumer hotline), and the cases/penal orders/fines.

In conclusion, we ask from Allah Almighty to guide us all to what he loves and accepts, I hope this report will become an aide to those researchers interested in consumer protection and inform them about the efforts made in different areas, help them view indicators of violations, complaints and reports in order to carry out studies and analyses.

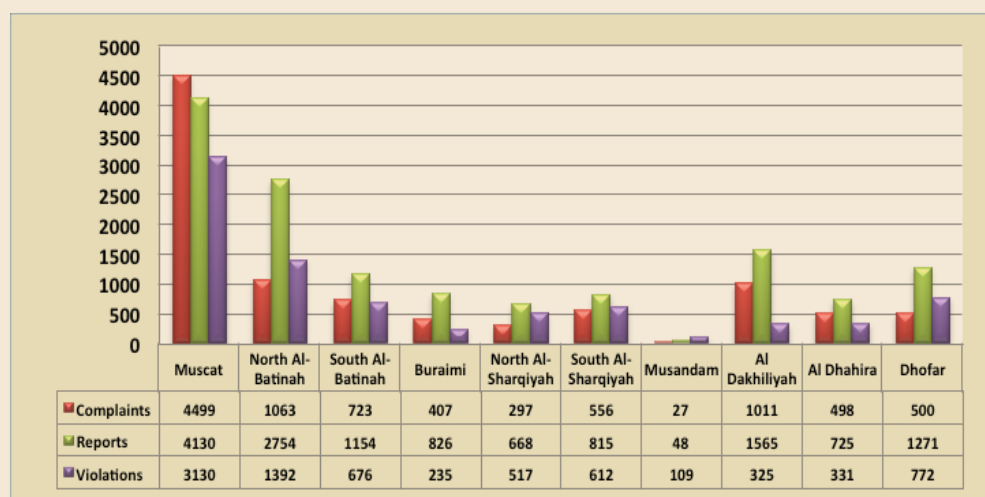
Dr. Said bin Khamis Al Ka'abi
Chairman
Public Authority for Consumer Protection

I. Data of Registered Complaints, Reports and Violations in 2012

The Public Authority for Consumer Protection received a total of (31636) complaints, reports and violations during 2012 by all PACP branches; they were distributed into the following:

Branch / Governorate	Complaints	Reports	Violations	Total
1 Governorate of Muscat	4499	4130	3130	11759
2 Governorate of North Al Batinah	1063	2754	1392	5209
3 Governorate of South Al Batinah	723	1154	676	2553
4 Governorate of Buraimi	407	826	235	1468
5 Governorate of North Al Sharqiyah	297	668	517	1482
6 Governorate of South Al Sharqiyah	556	815	612	1983
7 Governorate of Musandam	27	48	109	184
8 Governorate of Al Dakhiliyah	1011	1565	325	2901
9 Governorate of Al Dhahira	498	725	331	1554
10 Governorate of Dhofar	500	1271	772	2543
Total	9581	13956	8099	31636

The graph below shows the number of registered complaints, reports and violations in 2012:

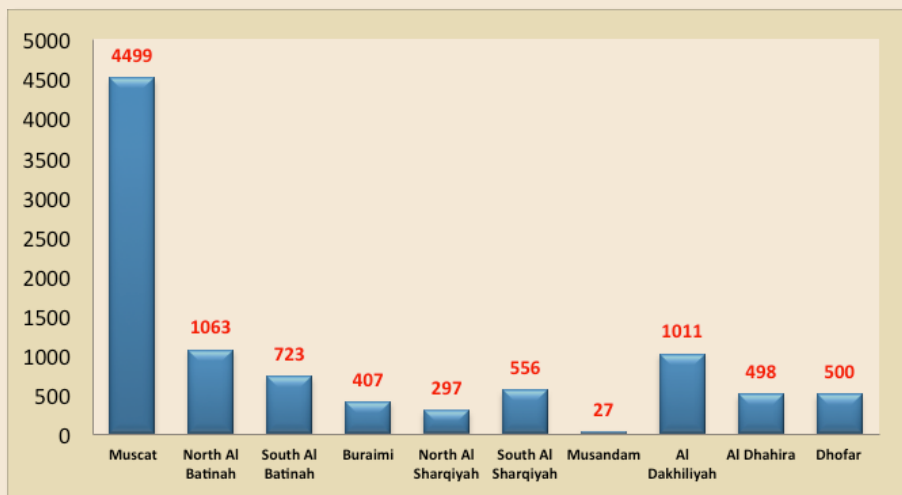


II. Consumers' Complaints

Consumers' complaints registered in all PACP branches during 2012:

Branch / Governorate		Total
1	Governorate of Muscat	4499
2	Governorate of North Al Batinah	1063
3	Governorate of South Al Batinah	723
4	Governorate of Buraimi	407
5	Governorate of North Al Sharqiyah	297
6	Governorate of South Al Sharqiyah	556
7	Governorate of Musandam	27
8	Governorate of Al Dakhiliyah	1011
9	Governorate of Al Dhahira	498
10	Governorate of Dhofar	500
Total		9581

The graph below shows the number of complaints registered in all branches:

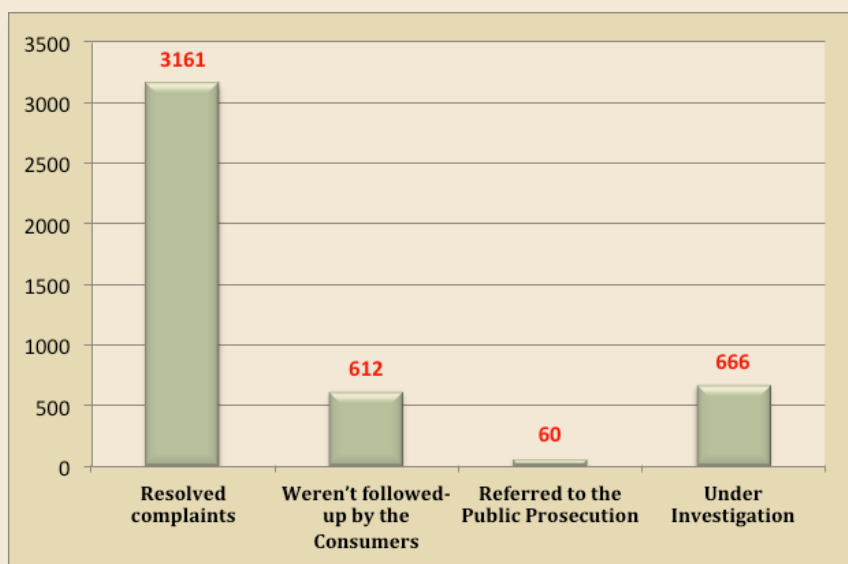


Governorate of Muscat

The Public Authority for Consumer Protection in Muscat received a total of (4499) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	3161
2	Complaints that weren't followed-up by the Consumers	612
3	Complaints that were referred to the Public Prosecution	60
4	Complaints under Investigation	666
Total		4499

The graph below shows the distributions of complaints received in the Governorate of Muscat:

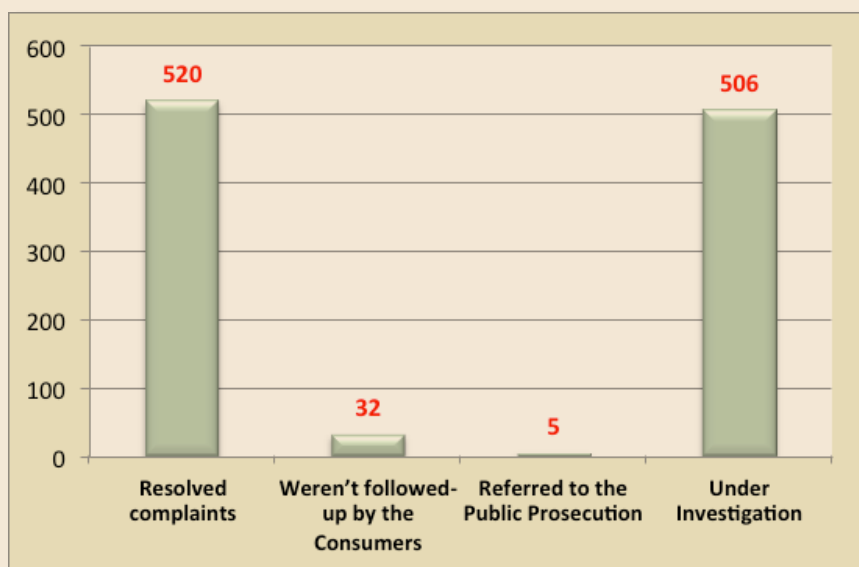


Governorate of North Al Batinah

PACP's branch in North Al Batinah received a total of (1063) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	520
2	Complaints that weren't followed-up by the Consumers	32
3	Complaints that were referred to the Public Prosecution	5
4	Complaints under Investigation	506
Total		1063

The graph below shows the distributions of complaints received in the Governorate of North Al Batinah:

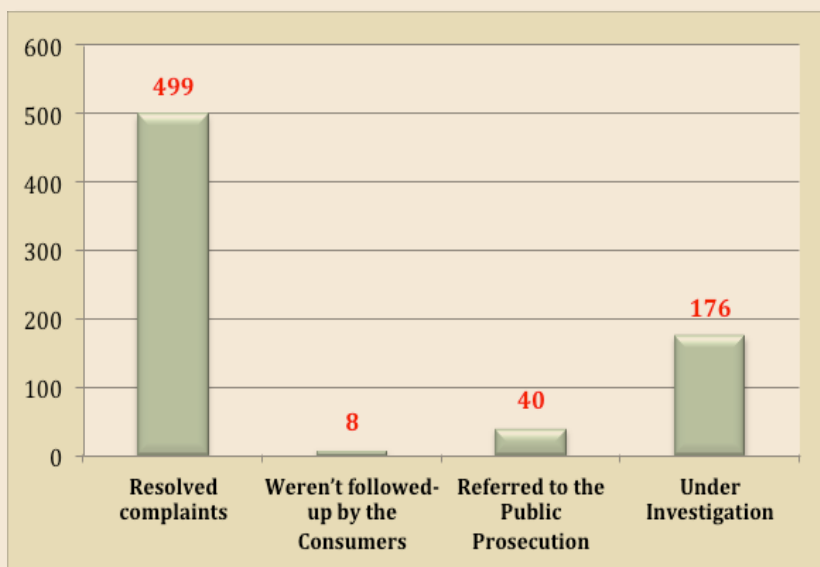


Governorate of South Al Batinah (Rustaq - Barka)

PACP's branch in South Al Batinah received a total of (723) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	499
2	Complaints that weren't followed-up by the Consumers	8
3	Complaints that were referred to the Public Prosecution	40
4	Complaints under Investigation	176
Total		723

The graph below shows the distributions of complaints received in the Governorate of South Al Batinah:

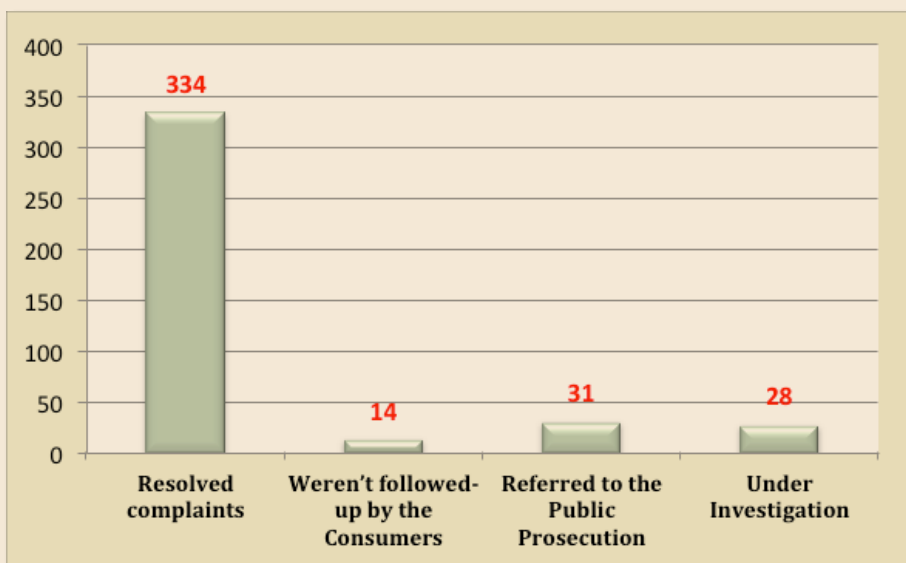


Governorate of Buraimi

PACP's branch in Buraimi received a total of (407) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	334
2	Complaints that weren't reviewed by the Consumers	14
3	Complaints that were referred to the Public Prosecution	31
4	Complaints under Investigation	28
Total		407

The graph below shows the distributions of complaints received in the Governorate of Buraimi:

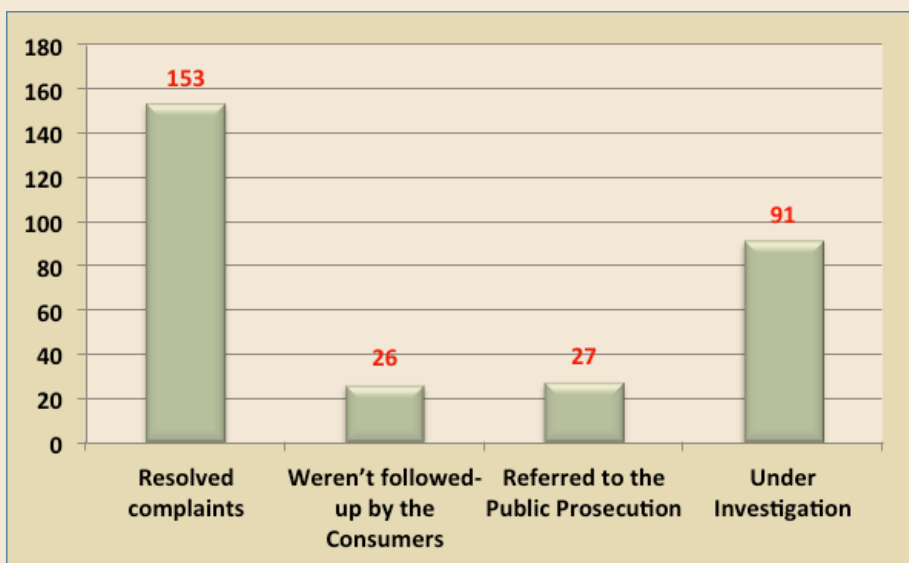


Governorate of North Al Sharqiyah

PACP's branch in North Al Sharqiyah received a total of (297) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	153
2	Complaints that weren't reviewed by the Consumers	26
3	Complaints that were referred to the Public Prosecution	27
4	Complaints under Investigation	91
Total		297

The graph below shows the distributions of complaints received in the Governorate of North Al Sharqiyah:

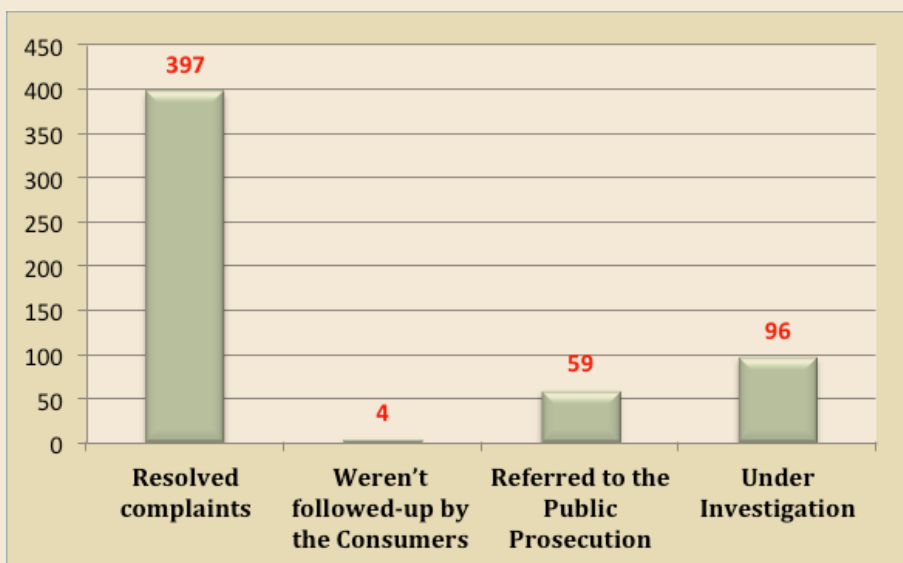


Governorate of South Al Sharqiyah

PACP's Branch in South Al Sharqiyah received a total of (556) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	397
2	Complaints that weren't reviewed by the Consumers	4
3	Complaints that were referred to the Public Prosecution	59
4	Complaints under Investigation	96
Total		556

The graph below shows the distributions of complaints received in the Governorate of South Al Sharqiyah:

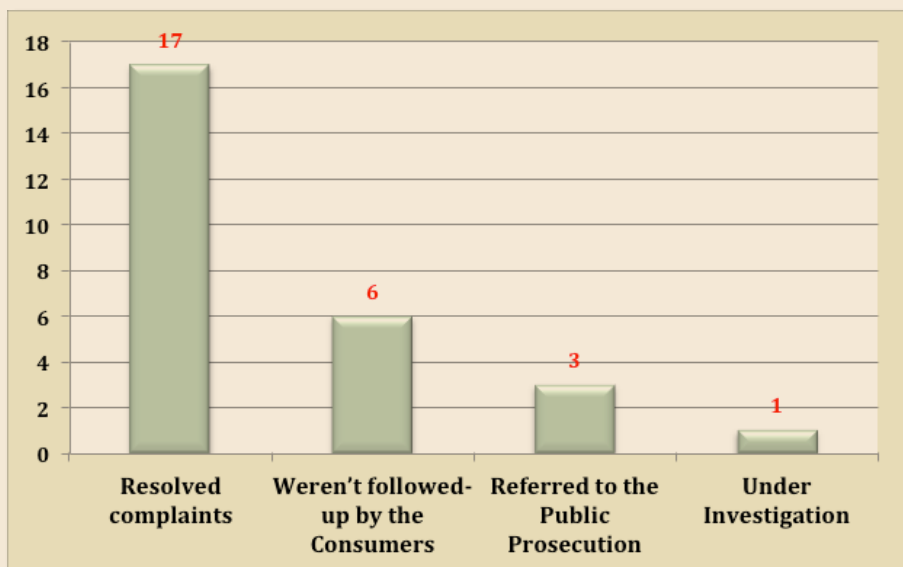


Governorate of Musandam

PACP's branch in Musandam received a total of (27) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	17
2	Complaints that weren't reviewed by the Consumers	6
3	Complaints that were referred to the Public Prosecution	3
4	Complaints under Investigation	1
Total		27

The graph below shows the distributions of complaints received in the Governorate of Musandam:

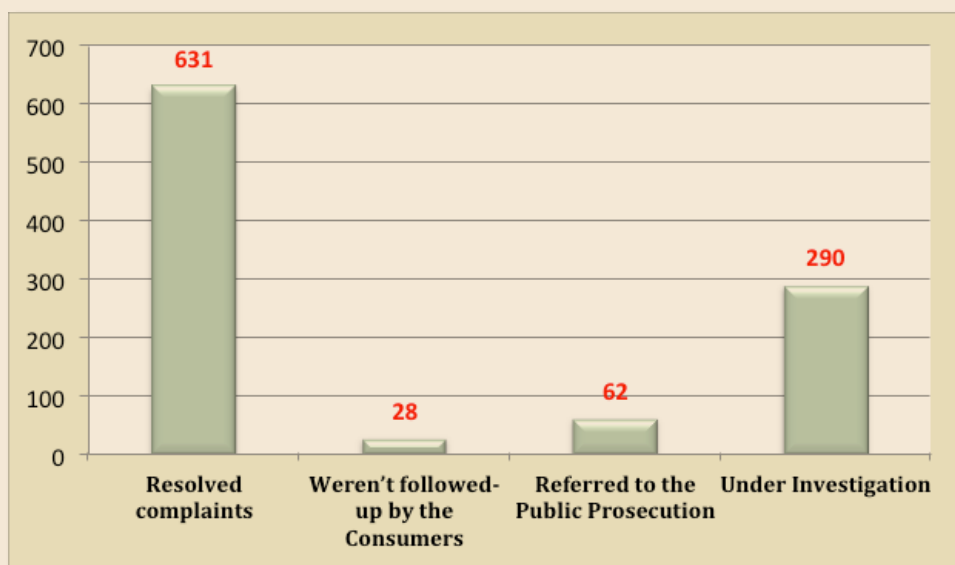


Governorate of Al Dakhiliyah

PACP's branch in Al Dakhiliyah received a total of (1011) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	631
2	Complaints that weren't followed-up by the Consumers	28
3	Complaints that were referred to the Public Prosecution	62
4	Complaints under Investigation	290
Total		1011

The graph below shows the distributions of complaints received in the Governorate of Al Dakhiliyah:

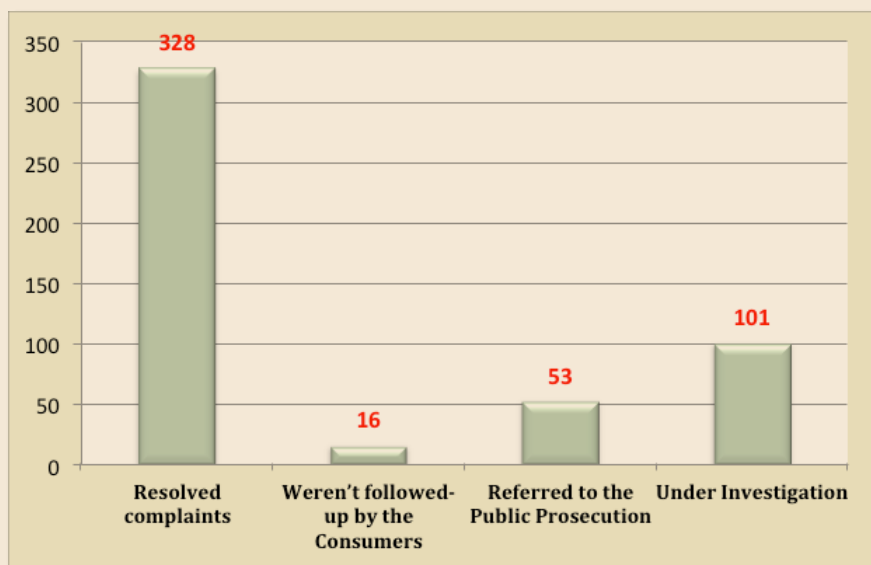


Governorate of Al Dhahira

PACP's branch in Al Dhahira received a total of (498) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	328
2	Complaints that weren't followed-up by the Consumers	16
3	Complaints that were referred to the Public Prosecution	53
4	Complaints under Investigation	101
Total		498

The graph below shows the distributions of complaints received in the Governorate of Al Dhahira:

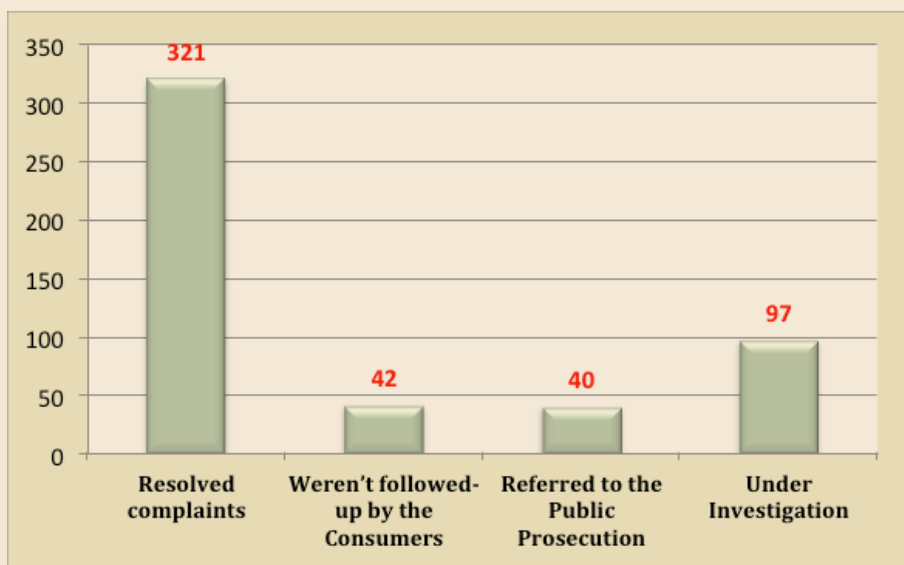


Governorate of Dhofar

PACP's branch in Dhofar received a total of (500) complaints during 2012; they were distributed into the following:

Type of Complaint		Number of Complaints
1	Complaints that have been resolved	321
2	Complaints that weren't followed-up by the Consumers	42
3	Complaints that were referred to the Public Prosecution	40
4	Complaints under Investigation	97
Total		500

The graph below shows the distributions of complaints received in the Governorate of Dhofar:



III. Data of Received Complaints and their Classifications

Type of Complaint		Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al- Sharqiyah	South Al- Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
1	Food & Consumable Products	8	32	97	6	2	49	5	11	39	7	256
2	Cars & Tires	1299	490	326	130	212	251	3	336	203	206	3456
3	Electronics & Electrical Equipments	297	177	56	35	28	70	4	84	62	77	890
4	Phones	261	88	50	8	3	43	2	64	18	84	621
5	Construction	256	94	64	13	20	42	3	26	41	45	604
6	Furniture	192	5	28	1	5	3	-	19	22	11	286
7	Travel	61	-	-	-	-	-	-	-	-	-	61
8	Laundry	8	1	9	6	4	7	-	3	10	4	52
9	Tourism Promotions	15	1	11	1	-	1	1	2	-	1	33

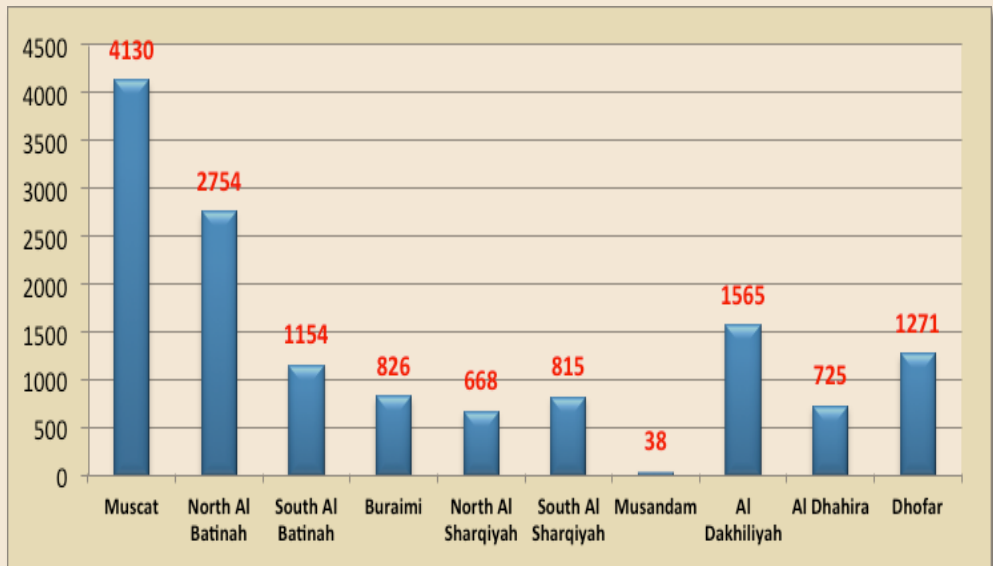
Type of Complaint	Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al- Sharqiyah	South Al- Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
10 Hall Bookings	16	-	-	-	-	-	-	-	-	-	16
11 Beauty	13	4	8	1	3	2	2	-	12	-	45
12 Medications	11	-	-	-	-	-	-	-	-	-	11
13 Clothing	54	-	-	-	4	-	-	-	-	-	58
14 Cargo	19	-	-	-	-	-	-	-	-	-	19
15 Hotel Bookings	-	-	-	-	-	-	-	-	-	-	0
16 Aluminum Workshops	9	41	36	11	12	23	3	54	70	35	294
17 Manpower	60	-	-	-	-	-	-	-	-	-	60
18 Accessories	24	-	-	-	-	-	-	-	-	-	24
19 Other	1896	130	38	195	4	65	4	412	21	30	2795
Total	4499	1063	723	407	297	556	27	1011	498	500	9581

IV. Reports (Consumer Hotline)

Registered Reports received by the Consumer Hotline in all PACP branches during 2012:

Branches / Governorate		Total
1	Governorate of Muscat	4130
2	Governorate of North Al Batinah	2754
3	Governorate of South Al Batinah	1154
4	Governorate of Buraimi	826
5	Governorate of North Al Sharqiyah	668
6	Governorate of South Al Sharqiyah	815
7	Governorate of Musandam	48
8	Governorate of Al Dakhiliyah	1565
9	Governorate of Al Dhahira	725
10	Governorate of Dhofar	1271
Total		13956

The graph below shows the data of reports received through the consumer hotline, reported by PACP's branches:



V. Data of Received Reports and their Classifications

Type of Report		Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al-Sharqiyah	South Al-Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
1	Raise in Consumable Product Prices	1087	829	536	215	150	276	15	282	272	356	4018
2	Raise in Electronics & Electrical Equipment Prices	403	112	28	25	6	--	1	15	1	7	598
3	Raise in Clothing Prices	182	25	11	13	8	1	-	7	2	10	259
4	Raise in Vehicle Prices	32	3	6	1	5	-	-	2	-	9	58
5	Raise in Prices of Other Products	621	521	109	77	164	169	2	245	46	237	2191
6	Difference in price of a product shown on the shelf from what's been charged at the counter	113	83	22	7	13	11	-	23	14	35	321
7	Promotions, Discounts & Advertisements	82	15	17	12	4	1	-	6	3	6	146

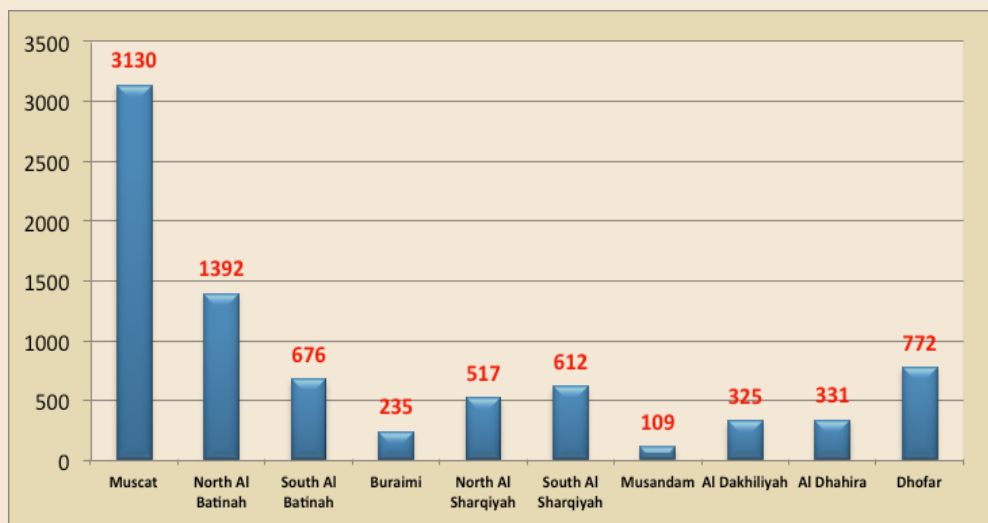
Type of Report	Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al-Sharqiyah	South Al-Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
8 The Absence of Prices on the Products	64	33	21	3	7	9	-	9	5	11	162
9 Selling Expired Products	184	221	13	2	5	3	--	41	3	14	486
10 Selling Counterfeit Products	778	37	19	5	2	1	-	3	1	5	851
11 Unfair Conditions on Invoices and Bills	41	1	35	-	-	-	-	2	-	2	81
12 Refusal to return small bill changes (coins)	15	6	8	1	5	2	1	2	2	2	44
13 No Bills or Invoices from the store	101	18	12	3	5	2	-	8	2	4	155
14 The refusal to comply with the Warranty	104	134	53	16	34	12	-	45	29	14	441
19 Other	323	716	264	446	260	328	29	875	345	559	4145
Total	4130	2754	1154	826	668	815	48	1565	725	1271	13956

VI. Issued Violations

Data of violations issued by PACP branches during 2012:

Branches / Governorate		Total
1	Governorate of Muscat	3130
2	Governorate of North Al Batinah	1392
3	Governorate of South Al Batinah	676
4	Governorate of Buraimi	235
5	Governorate of North Al Sharqiyah	517
6	Governorate of South Al Sharqiyah	612
7	Governorate of Musandam	109
8	Governorate of Al Dakhiliyah	325
9	Governorate of Al Dhahira	331
10	Governorate of Dhofar	772
Total		8099

The graph below shows the data of the issued violations registered in all branches:



VII. Classification of Violations

TYPE OF VIOLATION		TOTAL
1	Price tag unavailable on product or unavailable service fees list for the consumer	1790
2	Selling expired products	1046
3	The use of unfair conditions such as using the condition "Item cannot be returned or changed after purchase"	183
4	Selling of banned products, such as tobacco and unauthorized cigarettes, etc.	864
5	Difference in prices of product shown on the shelf from what's been charged at the counter	201
6	Unclear Contents: Untranslated product details into Arabic, details such as; production and expiry date, size or weight of the product	147
7	Raise in prices without an approval granted by the Authority	1863
8	Selling cloths bearing Quranic Verses or any of the National Royal symbols; such as the Khanjar or the Royal Crown, etc. or containing any inappropriate symbols or signs or has the Military Pattern.	459
9	Selling unoriginal and replicated CDs or DVDs; Audio or Visual or Software, etc.	57
10	Not handing bills or invoices (unavailable or refusal)	82
11	Not complying to the warranty of the product or the service	15
12	Fraud and counterfeiting	137
13	Broadcasting or using misleading advertisements	20
14	Other Violations	1235
TOTAL		8099

VIII. Data of Issued Violations and their distribution based on their Classification

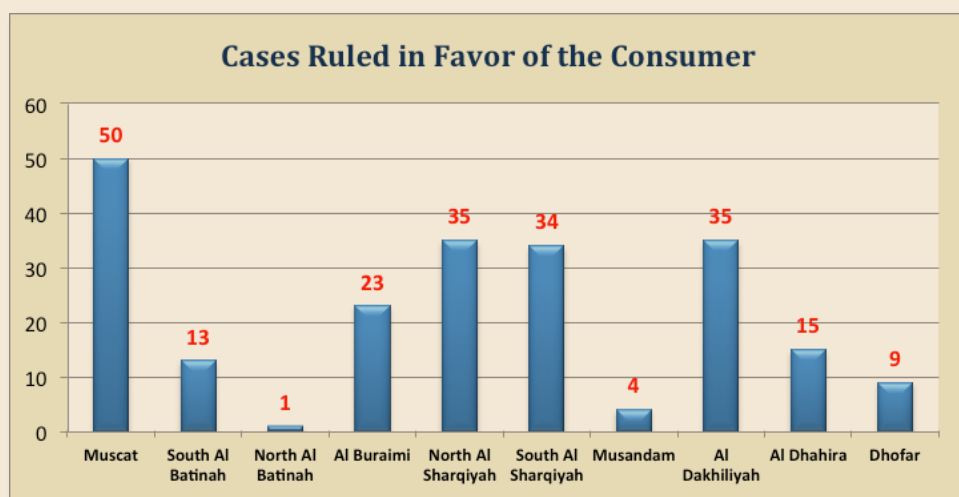
Type of the Violation	Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al- Sharqiyah	South Al- Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
1 Price tag unavailable on product or unavailable service fees list for the consumer	792	117	236	14	122	113	41	100	34	221	1790
2 Selling expired products	86	205	159	22	132	158	35	70	119	60	1046
3 The us of unfair conditions such as using the condition "Item cannot be returned or changed after purchase"	41	80	3	7	19	8	2	-	8	15	183
4 Selling of banned products, such as tobacco and unauthorized cigarettes, etc.	468	7	74	37	48	125	2	32	28	43	864
5 Difference in prices of product shown on the shelf from what's been charged at the counter	92	12	13	2	10	21	-	6	18	27	201
6 Unclear Contents: Untranslated product details into Arabic, details such as; production and expiry date, size or weight of the product	19	39	3	8	32	10	1	8	13	14	147
7 Raise in prices without an approval granted by the Authority	865	261	113	46	125	96	5	77	55	220	1863

Type of the Violation	Muscat	North Al-Batinah	South Al-Batinah	Buraimi	North Al- Sharqiyah	South Al- Sharqiyah	Musandam	Al Dakhiliyah	Al Dhahira	Dhofar	Total
8	107	153	42	1	4	7	6	4	5	130	459
9	33	7	1	-	4	4	-	-	4	4	57
10	82	-	-	-	-	-	-	-	-	-	82
11	15	-	-	-	-	-	-	-	-	-	15
12	80	11	-	16	-	20	-	5	5	-	137
13	7	2	-	-	-	5	-	2	3	1	20
14	443	498	32	82	21	45	17	21	39	37	1235
Total	3130	1392	676	235	517	612	109	325	331	772	8099

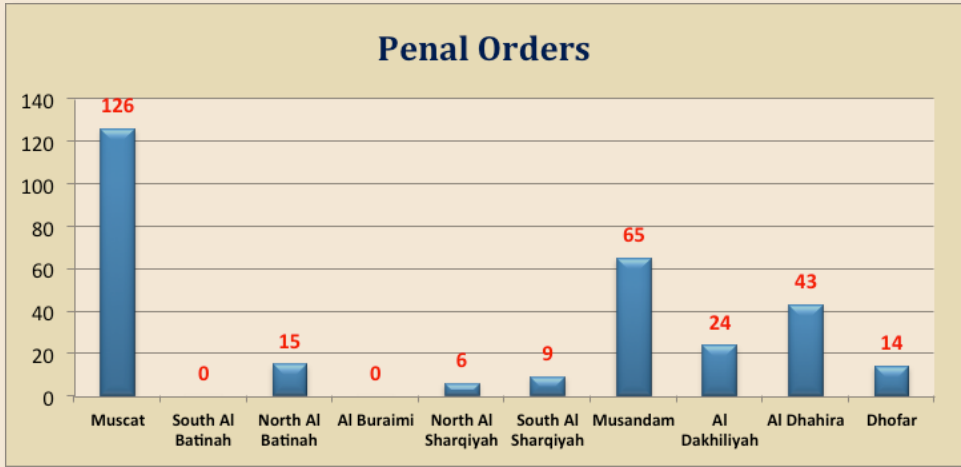
IX. Cases, Penal Orders and Fines registered during 2012:

Branches/ Governorate	Cases Ruled in Favor of the Consumer	Penal Orders	Total	Fines (RO)
Muscat	50	126	176	19635
South Al Batinah	13	0	13	5420
North Al Batinah	1	15	16	1190
Al Buraimi	23	0	23	12800
North Al Sharqiyah	35	6	41	9360
South Al Sharqiyah	34	9	43	12748.5
Musandam	4	65	69	4700
Al Dakhiliyah	35	24	59	9800
Al Dhahira	15	43	58	8935
Dhofar	9	14	23	2800
Total	219	302	521	87388.5

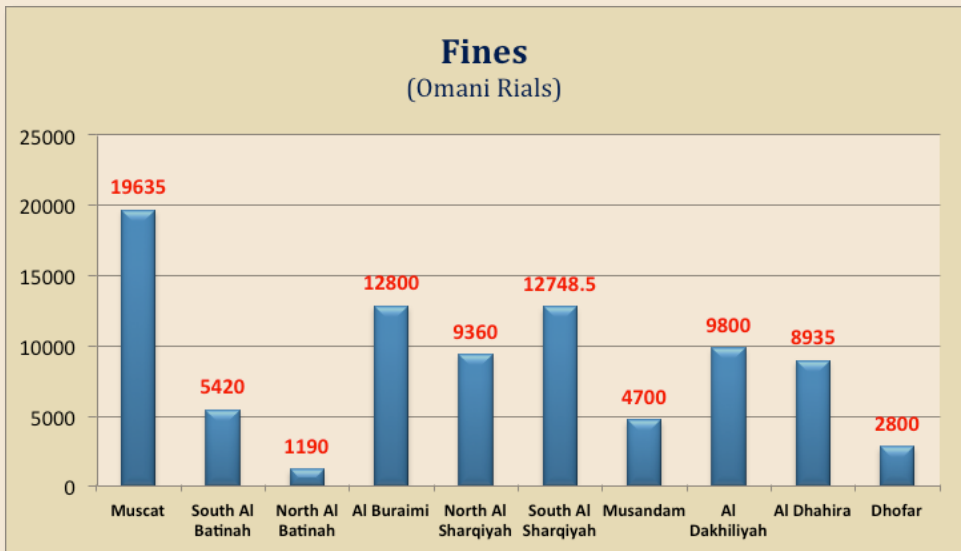
The graph below shows the cases ruled in favor of the Consumer (therefore, it is in favor of the Authority) in all PACP Branches during 2012:



The graph below shows the penal orders that have been registered in all PACP branches in 2012:



The graph below shows the fines that were issued in all PACP branches in 2012:



X. Training Courses and Programs offered for the PACP Staff in 2012:

Branches / Governorate		Total
1	Governorate of Muscat	43
2	Governorate of North Al Batinah	2
3	Governorate of South Al Batinah	3
4	Governorate of Buraimi	1
5	Governorate of North Al Sharqiyah	2
6	Governorate of South Al Sharqiyah	2
7	Governorate of Musandam	1
8	Governorate of Al Dakhiliyah	4
9	Governorate of Al Dhahira	2
10	Governorate of Dhofar	2
Total of Training Courses & Programs		62

The Percentage of Training courses and Programs offered to PACP Staff during 2012:

