



Sultanate of Oman
The Public Authority for Consumer Protection



Annual Statistical Indicators

2014

"We must bear in mind that the survival and the continuation of these achievements is based on two key factors: a viable economy and responsible citizens."

*Qaboos bin Said
November 18, 1976*



His Majesty Sultan Qaboos bin Said



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H.E. PACP Chairman's Statement:

Statistical data and indicators are the main component of work development and perfection. In order to formulate policies and plans required for continuous development and perfection of their work, the Public Authority for Consumer Protection has always been particular about periodical provision of such indicators and statistics.

The statistical indicators for the year 2014 have come in accordance with what had been observed from real performance at Authority's head office and sub-departments in various Sultanate governorates. This reflects the development different PACP fields of work have witnessed, and offers to view their role in the area of perfection of services provided to consumers last year; as such changes indicate the most important changes observed, over time, on different data relating to direct and indirect services provided to consumers in different areas.

While affirming our commitment to move forward on this approach, towards perfected our statistical data that PACP keeps providing, we hope to make positive addition and increment to their users and utilizers, expressing our thanks and appreciation to all those who have contributed to provision of such statistical indicators.

May Allah almighty grant us success in the service of this dear beloved homeland under the guidance and leadership of His Majesty Sultan Qaboos bin Said ; May Allah protect him.

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





INTRODUCTION

The Public Authority for Consumer Protection (PACP) would like to present the Annual Statistical Indicators of 2014 of which contains comprehensive statistical data and information for the total types of complaints, reports and violations recorded and received by the PACP and its administrative sectors (branches) all over the Sultanate during the year 2014. These statistics are accompanied by further data on seized goods and their types, in addition to the court rulings ruled in favor of the consumer, penal orders, and total fines recorded during the year. In addition to that, the report shows the Training courses and qualification programs offered to the PACP staff in all its authorities.

Within the framework of assisting data users to obtain all details easily, the statistics are presented according to the governorate branches they come from and are arranged in a descending order as per the areas they address.

Hoping that this effort would realize the awaited objectives, we pray to Allah Almighty to guide PACP in their efforts towards the interest of this homeland under the guidance of His Majesty Sultan Qaboos bin Saeed, may Allah protect him.

I. STATISTICS SUMMARY OF 2014 (TOTAL OF COMPLAINTS, REPORTS, VIOLATIONS AND CONFISCATED ITEMS)

	Branch	Complaints	Reports	Violations	Total	Percentage (%)	Confiscated Items
1	Muscat	6237	3756	2734	12727	43.6%	286667
2	North Al Batinah	1125	1420	1309	3854	13.2%	17582
3	Dhofar	1138	726	512	2376	8.1%	895561
4	Al Dakhiliyah	1108	694	204	2006	6.9%	29707
5	South Al Sharqiyah	887	455	198	1540	5.3%	7157
6	North Al Sharqiyah	698	309	375	1382	4.7%	2015
7	Buraimi	861	360	125	1346	4.6%	2437
8	South Al Batinah (Barka)	655	354	266	1275	4.4%	167294
9	South Al Batinah (Rustaq)	474	363	310	1147	3.9%	2258
10	Al Dhahira	641	316	148	1105	3.8%	1650
11	Musandam	104	30	159	293	1%	1944
12	Al Wusta	5	85	48	138	0.5%	872
Total of 2014		13933	8868	6388	29189	100%	1415144
Total of 2013		16803	14596	6009	37408	-	2690287

Table 1: Total number of the registered complaints, reports, violations and confiscated items in all PACP's Administrations during 2014



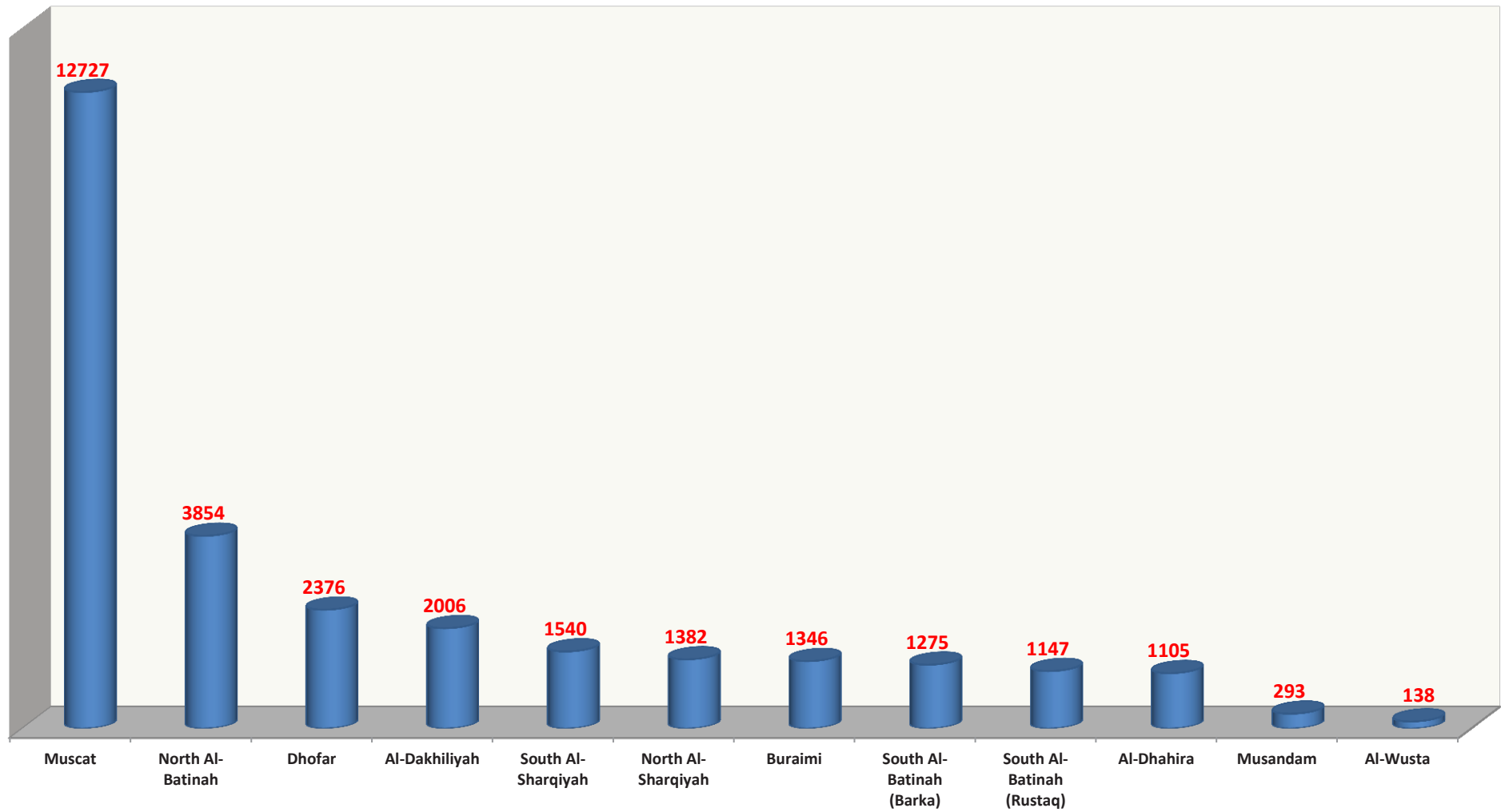


Figure (1): Total number of the registered complaints, reports and violations in all PACP's Administrations during 2014.

II. TOTAL REGISTERED COMPLAINTS:

	Branch	Total
1	Muscat	6237
2	Dhofar	1138
3	North Al-Batinah	1125
4	Al-Dakhiliyah	1108
5	South Al-Sharqiyah	887
6	Buraimi	861
7	North Al-Sharqiyah	698
8	South Al-Batinah (Barka)	655
9	Al-Dhahira	641
10	South Al-Batinah (Rustaq)	474
11	Musandam	104
12	Al-Wusta	5
	Total	13933

Table 2: Total number of the registered complaints in all PACP's Administrations during 2014.

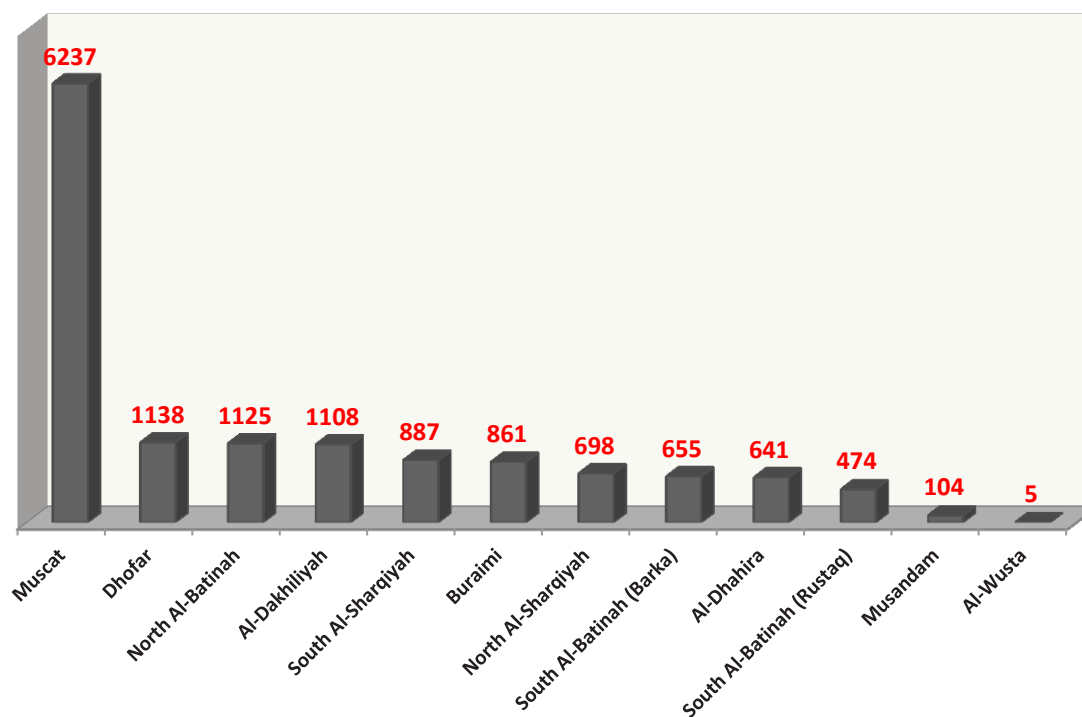


Figure (2): Total number of the registered complaints in all PACP's Administrations during 2014.



III. TOTAL ADDRESSED COMPLAINTS AS PER TYPE

Complaint	Branch													Total
	Muscat	North Al- Batinah	South Al-Batinah (Rustaq)	South Al- Batinah (Barka)	Al- Buraimi	North Al- Sharqiya	South Al- Sharqiya	Musandam	Al- Dakhliya	Al- Dhahira	Dhofar	Al- Wusta		
1 Food & Consumable Products	1	6	7	1	10	0	6	4	16	7	2	2	62	
2 Non-Food & Non-Consumable Products	5	0	3	4	0	0	5	0	2	3	1	0	23	
3 Cars & Their Services	2006	234	104	147	124	254	325	14	301	199	324	0	4032	
4 Tyres & Vehicle Parts	433	106	56	56	84	63	86	2	121	64	95	0	1166	
5 Electrical Devices & Electronics	592	201	45	102	74	105	100	4	177	111	113	1	1625	
6 Phones & Their Services	829	88	24	80	25	38	78	6	94	31	174	1	1468	
7 Construction & Building Materials	659	127	84	81	60	99	68	29	86	67	68	0	1428	
8 Aluminum, Blacksmithing and Carpentry Workshops	406	101	89	89	50	75	68	19	149	37	78	1	1162	
9 Restaurants and Cafés	3	4	0	0	3	3	3	3	2	1	0	0	22	
10 Clothes & Retail Services	108	9	14	24	33	13	35	4	23	17	19	0	299	
11 Watches & Jewelry	53	10	4	5	1	2	7	0	3	2	13	0	100	
12 Manpower Services	279	55	5	19	175	16	31	0	59	6	10	0	655	
13 Travel & Tourism Services	129	9	0	5	12	9	9	4	6	2	57	0	242	
14 Livestock & Animal Feed	0	1	1	3	0	2	0	0	2	1	1	0	11	
15 Barber Shops & Beauty Salons Services	21	0	0	0	3	3	0	0	3	1	2	0	33	
16 Others ,,,	713	174	38	39	207	16	66	15	64	92	181	0	1605	
Total	6237	1125	474	655	861	698	887	104	1108	641	1138	5	13933	

Table 3: Total number of addressed complaints as per their type in all PACP's Administrations during 2014.

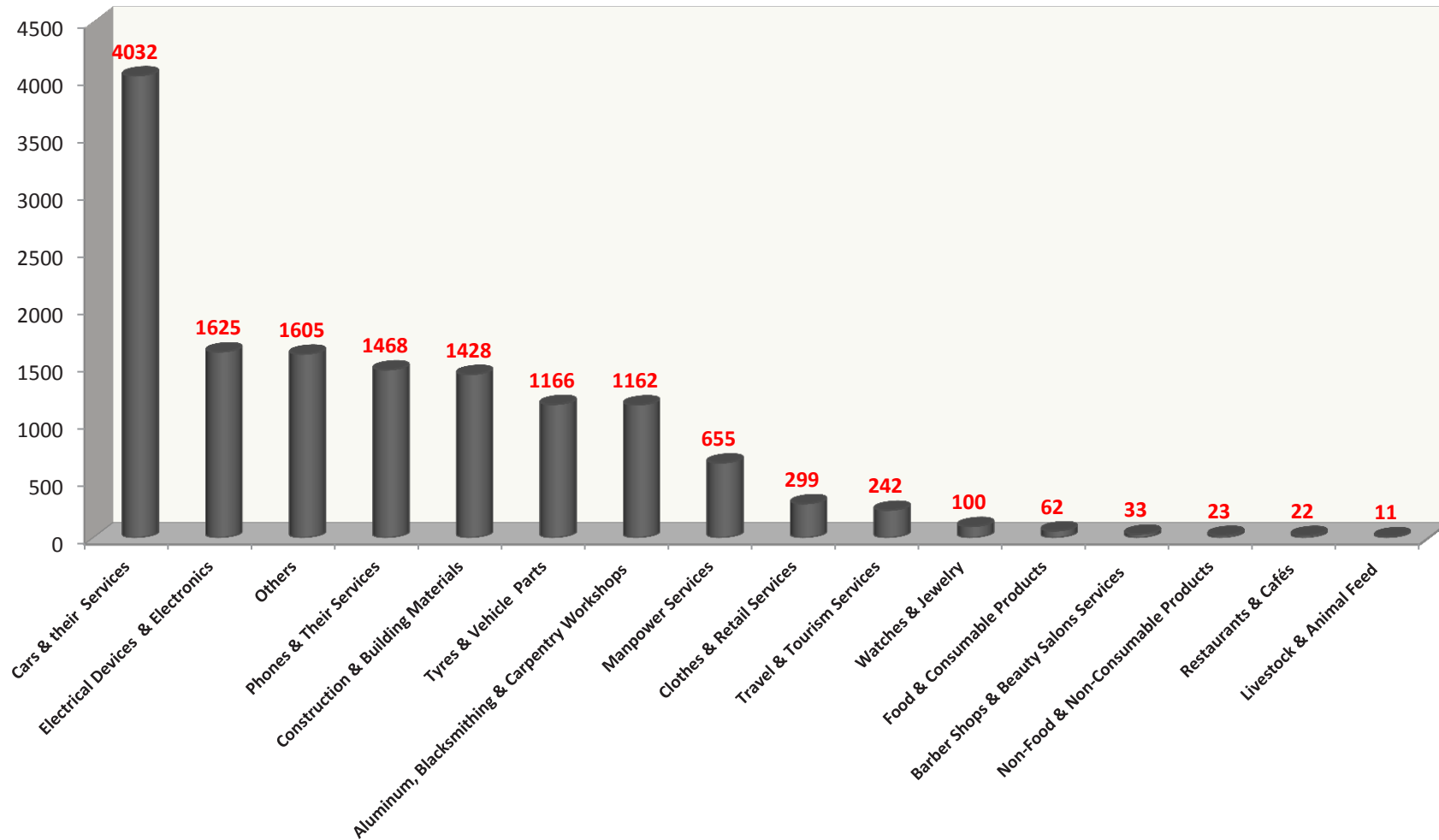


Figure (3): Total number of addressed complaints as per their type in all PACP's Administrations during 2014.



IV. TOTAL NUMBER OF REGISTERED REPORTS

	Branch	Total
1	Muscat	3756
2	North Al-Batinah	1420
3	Dhofar	726
4	Al-Dakhiliyah	694
5	South Al-Sharqiyah	455
6	South Al-Batinah (Rustaq)	363
7	Buraimi	360
8	South Al-Batinah (Barka)	354
9	Al-Dhahira	316
10	North Al-Sharqiyah	309
11	Al-Wusta	85
12	Musandam	30
	Total	8868

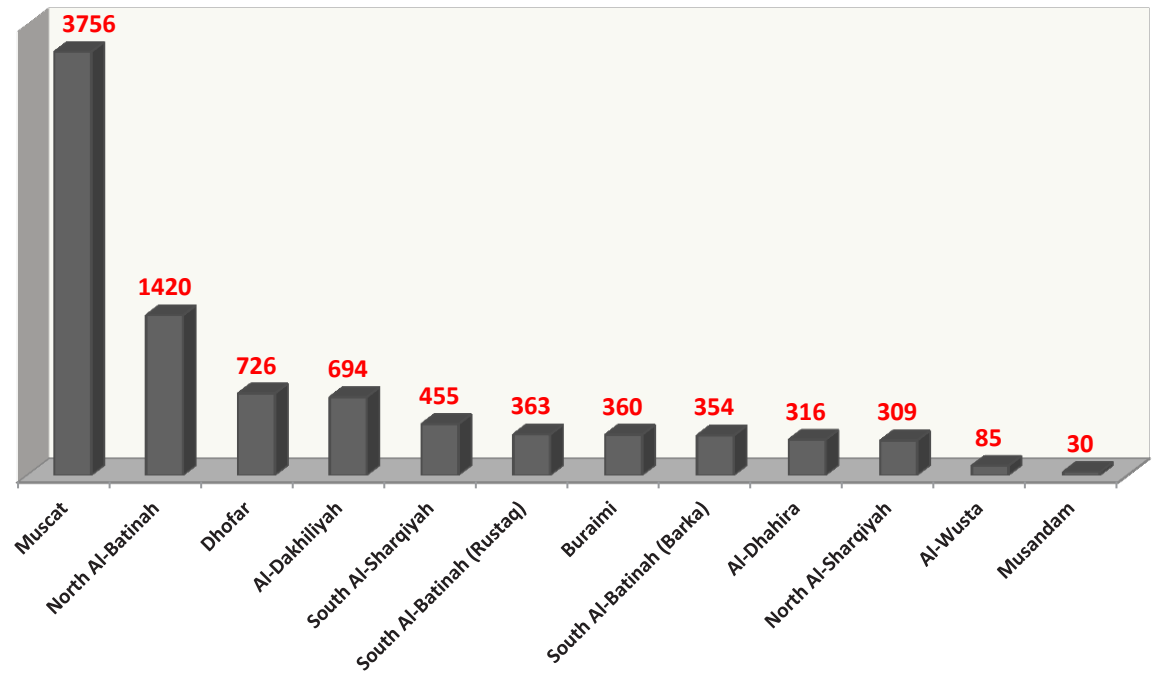


Figure (4): Total number of the registered reports received from consumers in all PACP's Administrations during 2014.

Table 4: Total number of the registered reports received from consumers in all PACP's Administrations during 2014.

V. TOTAL REGISTERED REPORTS

Complaint	Branch	Muscat	North Al-Batinah	South Al-Batinah (Rustaq)	South Al-Batinah (Barka)	Al-Buraimi	North Al-Sharqiya	South Al-Sharqiya	Musandam	Al-Dakhliya	Al-Dhahira	Dhofar	Al-Wusta	Total
1	Food & Consumable Products	1010	419	111	124	92	86	169	11	247	74	250	27	2620
2	Non-Food & Non-Consumable Products	185	76	34	38	10	27	33	0	67	15	78	4	567
3	Cars & Their Services	214	146	18	21	40	12	20	3	57	38	38	2	609
4	Tyres & Vehicle Parts	153	59	37	10	57	31	26	0	18	21	20	4	436
5	Electrical Devices & Electronics	119	49	39	6	6	9	13	0	27	13	10	0	291
6	Phones & Their Services	57	12	0	2	3	2	3	0	6	0	8	0	93
7	Construction & Building Materials	97	73	14	14	3	7	8	1	23	21	15	1	277
8	Aluminum, Blacksmithing and Carpentry Workshops	6	11	8	5	4	10	1	2	6	5	7	0	65
9	Restaurants and Cafés	681	116	14	33	22	17	33	2	63	18	84	14	1097
10	Clothes & Retail Services	174	62	9	20	29	27	18	1	26	14	44	3	427
11	Watches & Jewelry	18	2	3	0	0	4	1	0	6	0	15	0	49
12	Manpower Services	4	2	0	0	3	0	1	0	4	3	3	0	20
13	Travel & Tourism Services	15	5	0	1	0	0	2	0	0	0	1	0	24
14	Livestock & Animal Feed	27	36	7	21	7	19	42	0	20	0	22	5	206
15	Barber Shops & Beauty Salons Services	202	51	15	8	18	7	8	6	20	20	30	4	389
16	Others..	794	301	54	51	66	51	77	4	104	74	101	21	1698
	Total	3756	1420	363	354	360	309	455	30	694	316	726	85	8868

Table 5: Total number of the registered reports received from consumers as per their type in all PACP's Administrations of the Sultanate during 2014.



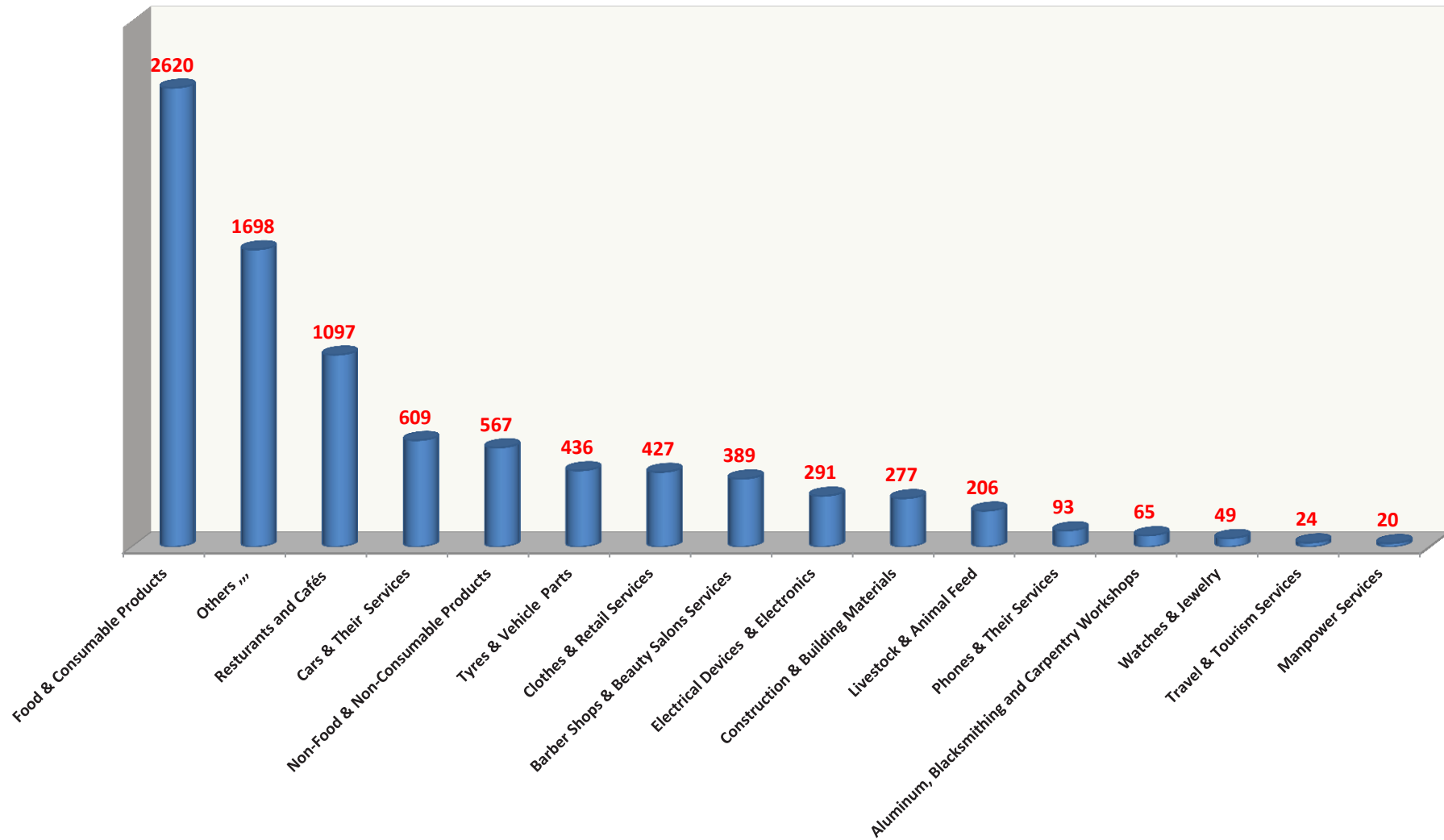


Figure (5): Total number of the registered reports received from consumers as per their type in all PACP's Administrations during 2014.

VI. NUMBER OF ADDRESSED COMPLAINTS AND REPORTS AS PER ACTION TAKEN

	Branch	Solved	In Process	Referred to the Public Prosecution	Total	Percentage (%)	Cases Aren't Related to PACP's Jurisdiction
1	Muscat	6726	2622	645	9993	43.8%	60
2	North Al-Batinah	2363	75	107	2545	11.2%	69
3	Dhofar	1805	42	17	1864	8.2%	21
4	Al-Dakhiliyah	1593	79	130	1802	7.9%	19
5	South Al-Sharqiyah	1245	32	65	1342	5.8%	15
6	Buraimi	1144	23	54	1221	5.4%	23
8	South Al-Batinah (Barka)	978	7	24	1009	4.4%	15
9	North Al-Sharqiyah	997	0	10	1007	4.4%	13
7	Al-Dhahira	930	1	26	957	4.2%	8
10	South Al-Batinah (Rustaq)	772	21	44	837	3.7%	12
11	Musandam	121	0	13	134	0.6%	7
12	Al-Wusta	90	0	0	90	0.4%	0
	Total	18764	2902	1135	22801	100%	262

Table 6: Total number of addressed complaints and reports as per action in all PACP's Administrations during 2014.

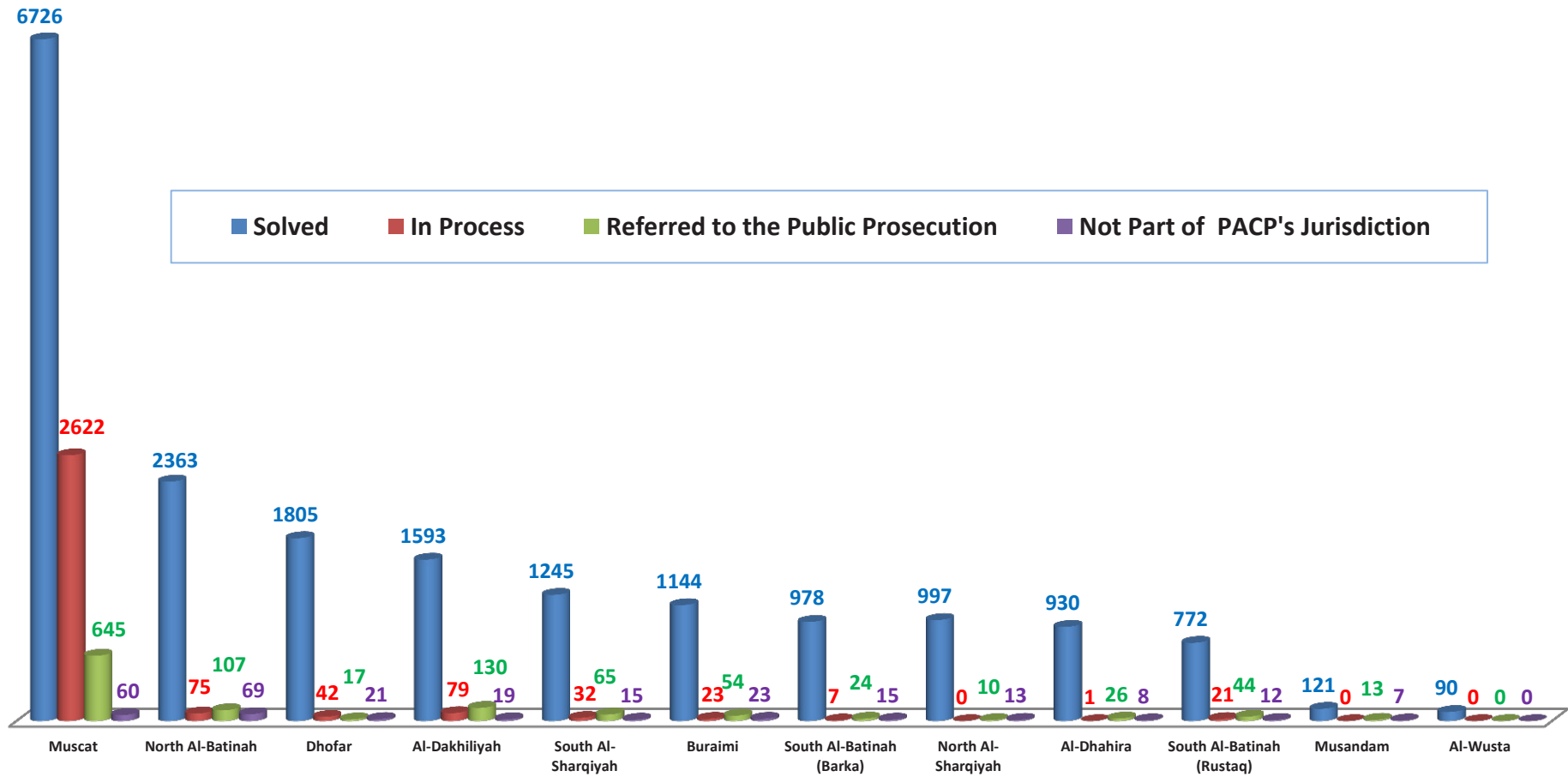


Figure (6): Total number of Addressed Complaints and Reports as Per Action Taken to them in all PACP's Administrations during 2014.

VII. TOTAL NUMBER OF ISSUED PENALTIES PAIRED WITH CONFISCATED ITEMS

Branch	Penalties Issued without Confiscation	Penalties Issued with Confiscation	Total
1 Muscat	1983	751	2734
2 North Al-Batinah	727	582	1309
3 Dhofar	340	172	512
4 North Al-Sharqiyah	130	245	375
5 South Al-Batinah (Rustaq)	186	124	310
6 South Al-Batinah (Barka)	168	98	266
7 Al-Dakhiliyah	128	76	204
8 South Al-Sharqiyah	114	84	198
9 Musandam	79	80	159
10 Al-Dhahira	97	51	148
11 Buraimi	80	45	125
12 Al-Wusta	32	16	48
Total	4064	2324	6388

Table 7: Total number of issued penalties paired with confiscated items in all PACP's Administrations during 2014.

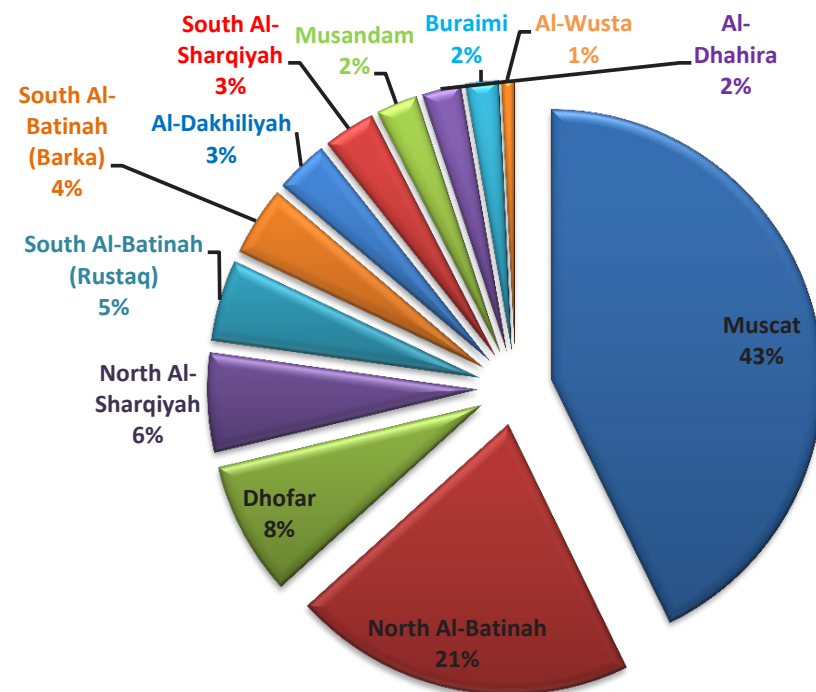


Figure 7: Total number of issued penalties paired with confiscated items in all PACP's Administrations during 2014.



VIII. CONFISCATED ITEMS REFERRED TO EXAMINATION AND INSPECTION

	<i>Branch</i>	<i>Total</i>
1	North Al-Batinah	1267
2	North Al-Sharqiyah	502
3	South Al-Sharqiyah	467
4	Muscat	284
5	Al-Dakhiliyah	248
6	Al-Wusta	183
7	South Al-Batinah (Rustaq)	63
8	Buraimi	38
9	Musandam	16
10	South Al-Batinah (Barka)	16
11	Dhofar	15
12	Al-Dhahira	12
	Total	3111

Table 8 : Total number of confiscating items that were referred to labs for examination and inspection in all PACP's Administrations during 2014.

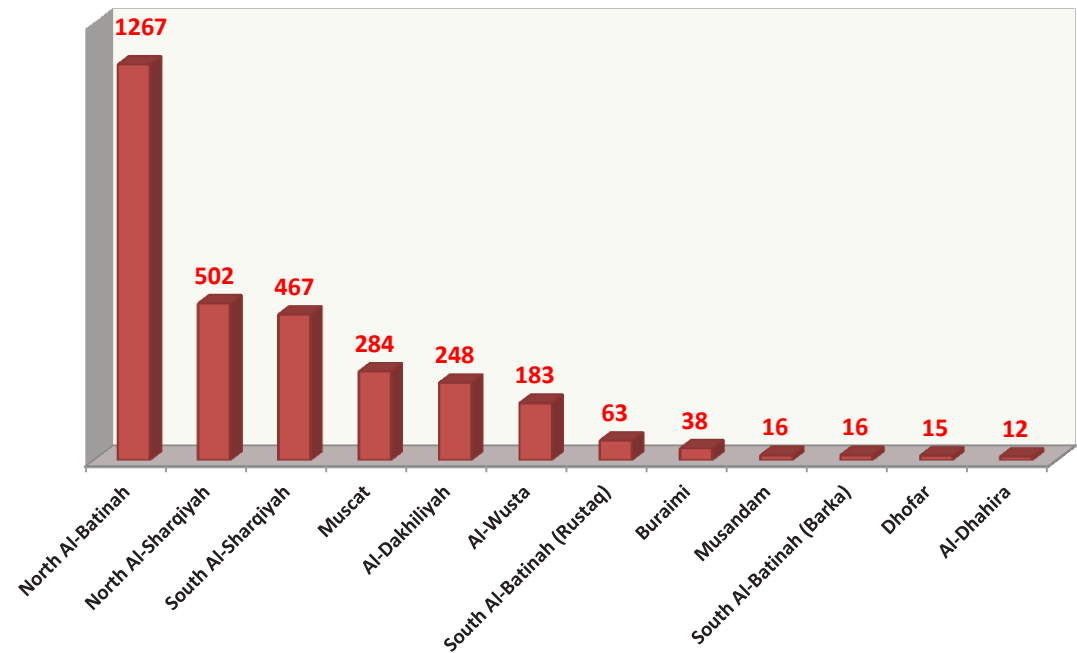


Figure (8): Total number of confiscating items that were referred to labs for examination and inspection in all PACP's Administrations during 2014.

IX. TYPES OF REGISTERED VIOLATIONS

Violation Type of	Muscat	North Al-Batinah	South Al-Batinah (Rustaq)	South Al-Batinah (Barka)	Al-Buraimi	North Al-Sharqiya	South Al-Sharqiya	Musandam	Al-Dakhliya	Al-Dhahira	Dhofar	Al-Wusta	Total
1 Difference in the displayed shelf and invoice prices	59	19	15	3	0	2	4	1	10	5	12	0	130
2 Related to products' labels and food safety information	58	48	4	7	1	10	5	22	34	0	2	2	193
3 Different types of chewable smokeless tobacco.	113	13	1	29	3	1	10	2	2	0	10	1	185
4 Infringement on freedom of choice, equality and fair treatment	17	0	0	6	12	2	2	1	0	2	6	0	48
5 Unapproved and misleading advertisements and promotions	143	6	14	2	2	23	2	0	4	9	5	0	210
6 Fraud & counterfeiting products	122	13	2	30	2	5	12	6	0	7	29	0	228
7 Marketing and selling electronics for houses.	9	0	0	0	1	0	0	0	0	0	0	0	10
8 Reduction in the quantity of the product (<i>manipulation of weights</i>)	12	6	3	8	3	3	1	0	4	0	4	0	44
9 Marketing and advertising unlicensed herbs, plant extracts and medical devices.	36	0	7	6	0	7	3	0	6	1	16	0	82
10 Selling and importing inappropriate and offensive products	49	19	22	11	2	9	9	3	15	8	12	0	159
11 Raising the price without obtaining the approval of the PACP	668	145	20	42	27	45	32	19	47	20	119	9	1193
12 Selling Banned Tobacco (Do not match the standards & specification)	45	9	19	8	6	0	8	0	1	2	26	6	130
13 Selling expired products	237	173	24	39	24	136	28	53	20	27	39	6	806
14 Enforcing unfair conditions upon the consumer	59	56	5	5	3	8	2	0	3	0	11	0	152
15 Not issuing invoices.	70	183	20	7	1	5	3	7	4	11	34	4	349
16 Not putting price tags on the products	588	432	46	60	33	41	46	16	28	35	117	20	1462
17 Penalties issued due to gas cylinder related violations	2	0	0	0	0	3	0	0	1	0	1	0	7
18 Other..	447	187	108	3	5	75	31	29	25	21	69	0	1000
Total	2734	1309	310	266	125	375	198	159	204	148	512	48	6388

Table 9: Total number of registered violations issued in all PACP's Administrations during 2014.



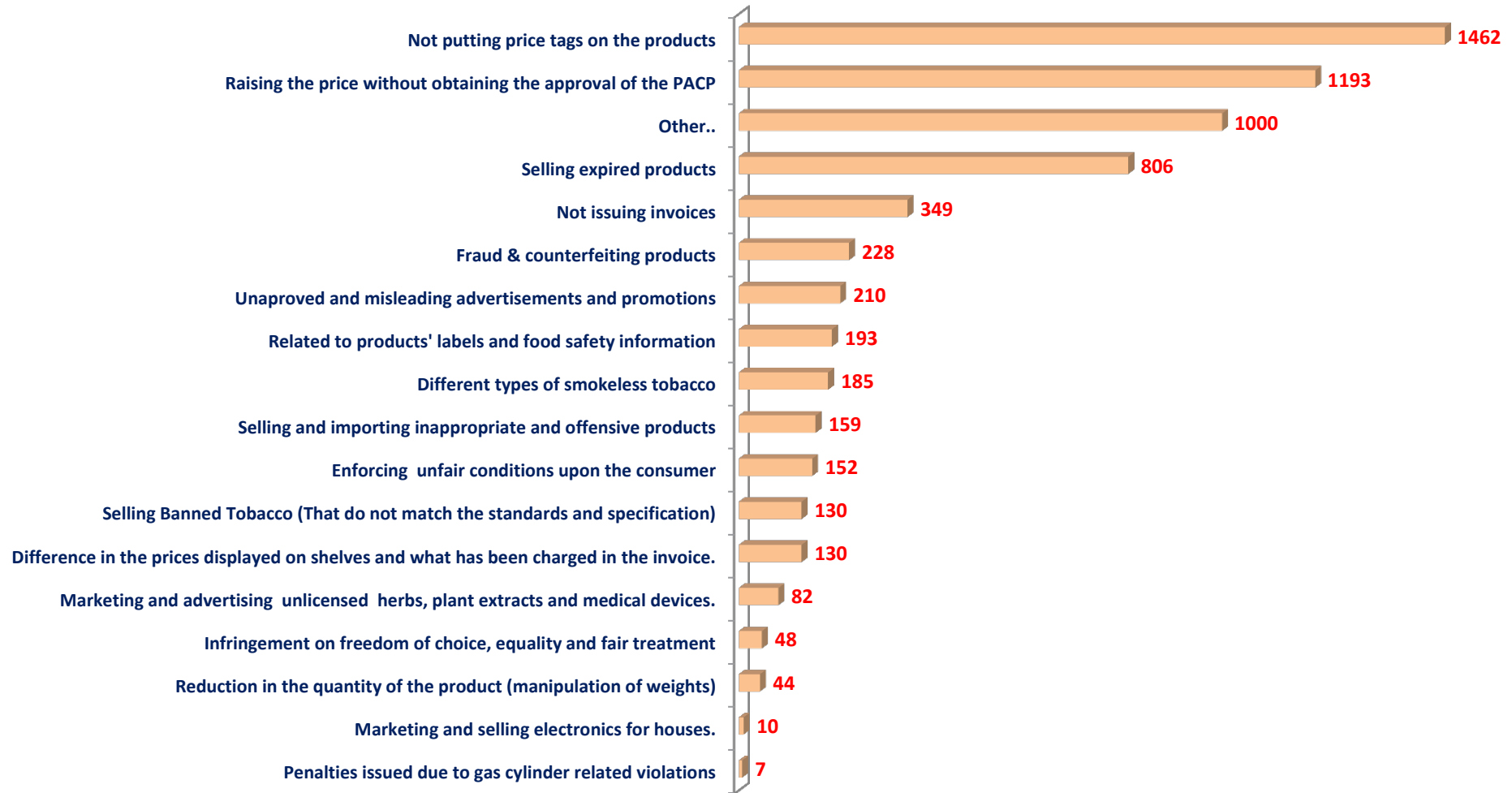


Figure (9): total number of registered violations issued in all PACP's Administrations during 2014.

X. TOTAL NUMBER OF CONFISCATED ITEMS

Branch	Total Confiscated Items
1 Dhofar	895561
2 Muscat	286667
3 South Al-Batinah (Barka)	167294
4 Al-Dakhiliyah	29707
5 North Al-Batinah	17582
6 South Al-Sharqiyah	7157
7 Buraimi	2437
8 South Al-Batinah (Rustaq)	2258
9 North Al-Sharqiyah	2015
10 Musandam	1944
11 Al-Dhahira	1650
12 Al-Wusta	872
Total	1415144

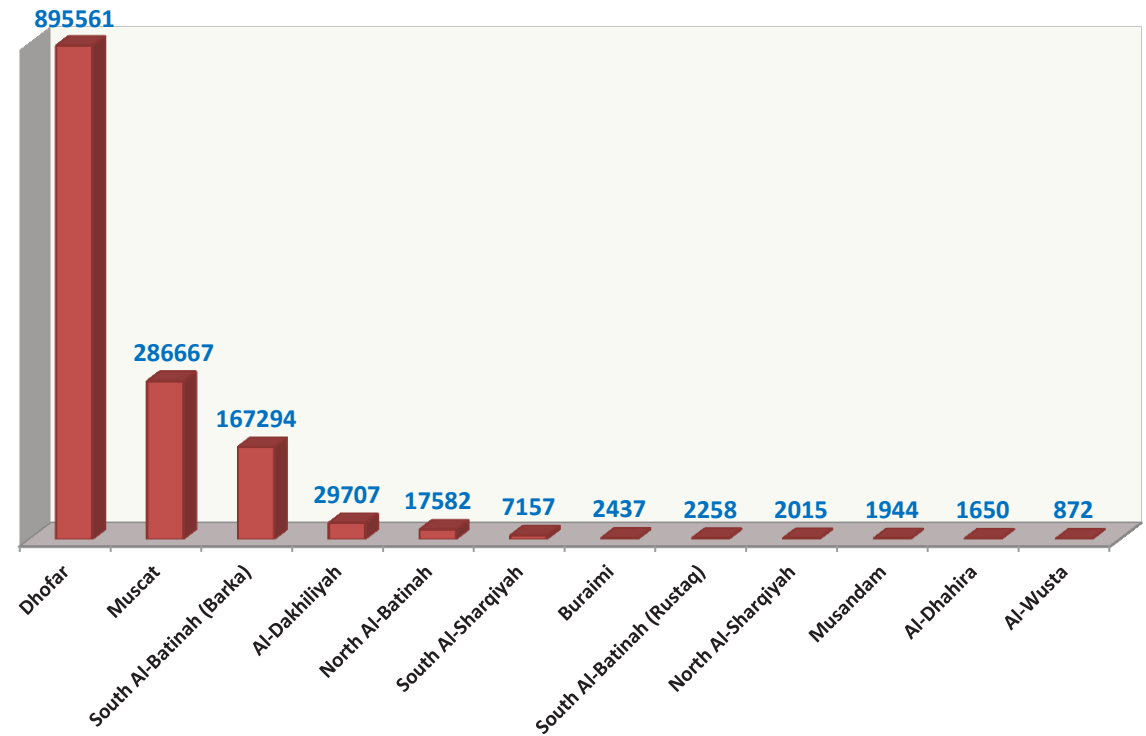


Figure (10): Total number of confiscated items seized by PACP's Administrations during 2014.

Table 10: Total number of confiscated items seized by PACP's Administrations during 2014.



XI. TYPES OF THE CONFISCATED ITEMS

Type of Violation	Muscat	North Al-Batinah	South Al-Batinah (Rustaq)	South Al-Batinah (Barka)	Al-Buraimi	North Al-Sharqiya	South Al-Sharqiya	Musandam	Al-Dakhliya	Al-Dhahira	Dhofar	Al-Wusta	Total
1 Consumable Products / Food	163016	3707	846	16235	731	783	714	814	26261	612	869	280	214868
2 Banned Cigarettes (Not matching the standards and specification)	30074	699	10	120250	60	0	1120	0	53	39	470631	229	623165
3 All Types of Chewable and Smokeless Tobacco	55947	2059	40	10506	1107	3	3156	645	364	90	418549	44	492510
4 Clothes and Inappropriate Products	2417	574	740	636	45	18	314	12	404	212	111	0	5483
5 Detergents	1157	1097	1	0	1	58	42	46	0	69	3	40	2514
6 Products that Violates Copy-Rights (CDs, DVDs...etc.)	105	0	0	0	0	0	0	0	0	0	0	0	105
7 Unauthorized Herbal Medicine	18227	237	19	4478	48	180	122	0	568	167	635	0	24681
8 Electronic and Electrical Devices	343	140	0	8	6	0	0	0	36	0	13	46	592
9 Telephones and Cellphones	102	0	0	0	0	0	0	0	0	0	0	0	102
10 Car parts and Tyres	235	248	0	2	4	0	310	26	0	0	532	0	1357
11 Building and Construction Materials	267	0	0	92	0	206	0	26	0	0	0	0	591
12 Cosmetics and Toiletries	13157	4536	519	1029	355	640	207	305	1732	450	611	168	23709
13 Other	1620	4285	83	14058	80	127	1172	70	289	11	3607	65	25467
Total	286667	17582	2258	167294	2437	2015	7157	1944	29707	1650	E+059	872	1415144

Table11: Total number of confiscated items seized by PACP's Administrations during 2014.

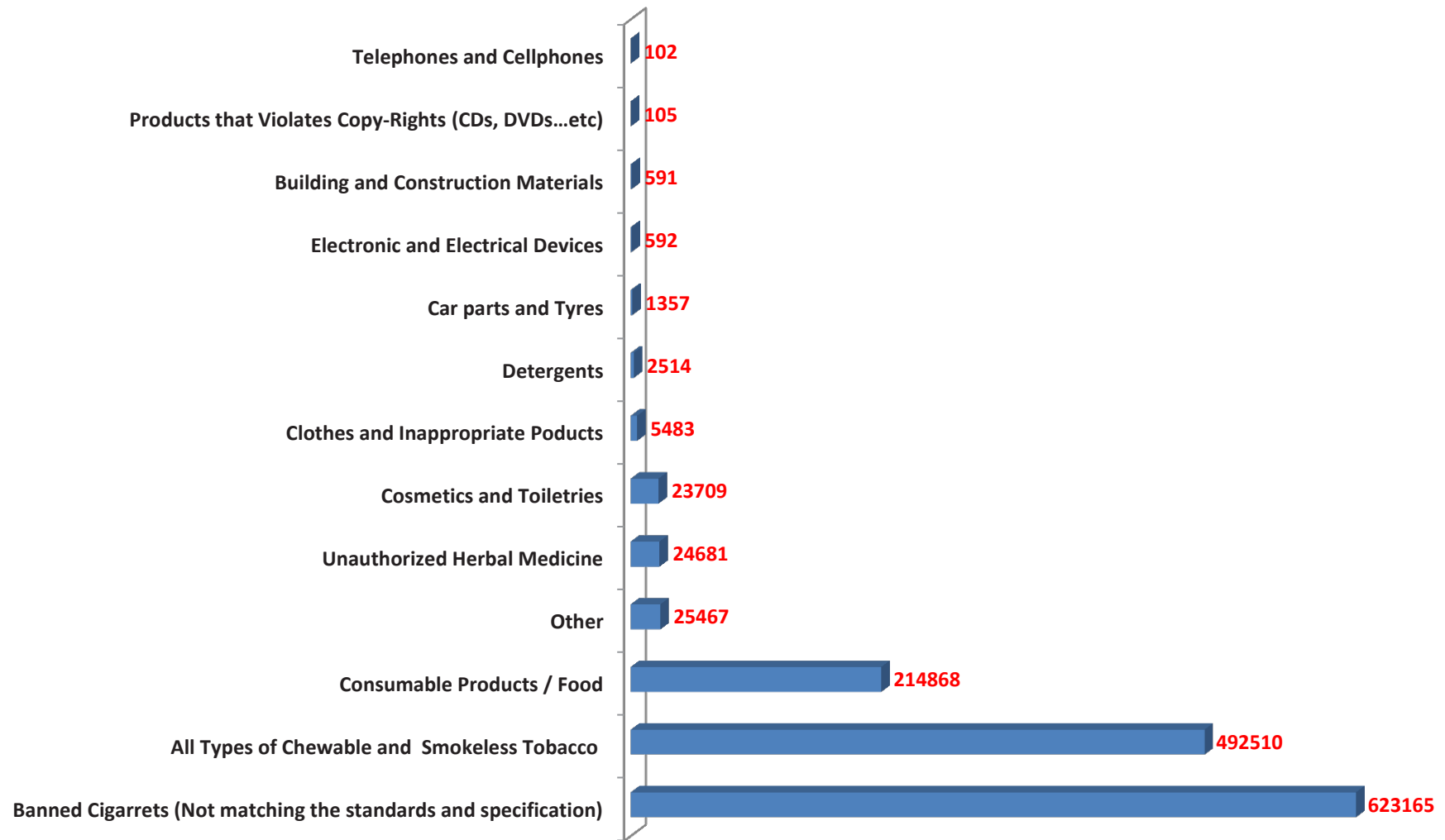


Figure (11): Total number and types of confiscated items seized by PACP's Administrations during 2014.



XII. LEGAL CASES, PENAL ORDERS AND FINES:

	Branch	Number of Cases	Court Ruling in Favor to Consumers	Penal Orders	Total Amount of Fines (OMR)
1	Muscat	1222	145	964	149245.7
2	South Al-Batinah (Rustaq)	190	82	82	33680
3	North Al-Sharqiyah	182	47	121	16180
4	South Al-Batinah (Barka)	76	56	8	21200
5	South Al-Sharqiyah	111	16	58	10790
6	Al-Dakhiliyah	303	74	68	32585
7	North Al-Batinah	79	46	5	15590
8	Buraimi	49	44	3	29370
9	Al-Dhahira	95	35	50	10125
10	Musandam	22	12	7	4300
11	Dhofar	90	5	73	13550
12	Al-Wusta	3	0	3	400
	Total	2422	562	1442	337015.7

Table 12: Total number of cases, court rulings in favor to consumers, penal orders, and the total fines recorded in all PACP's Administrations during 2014.

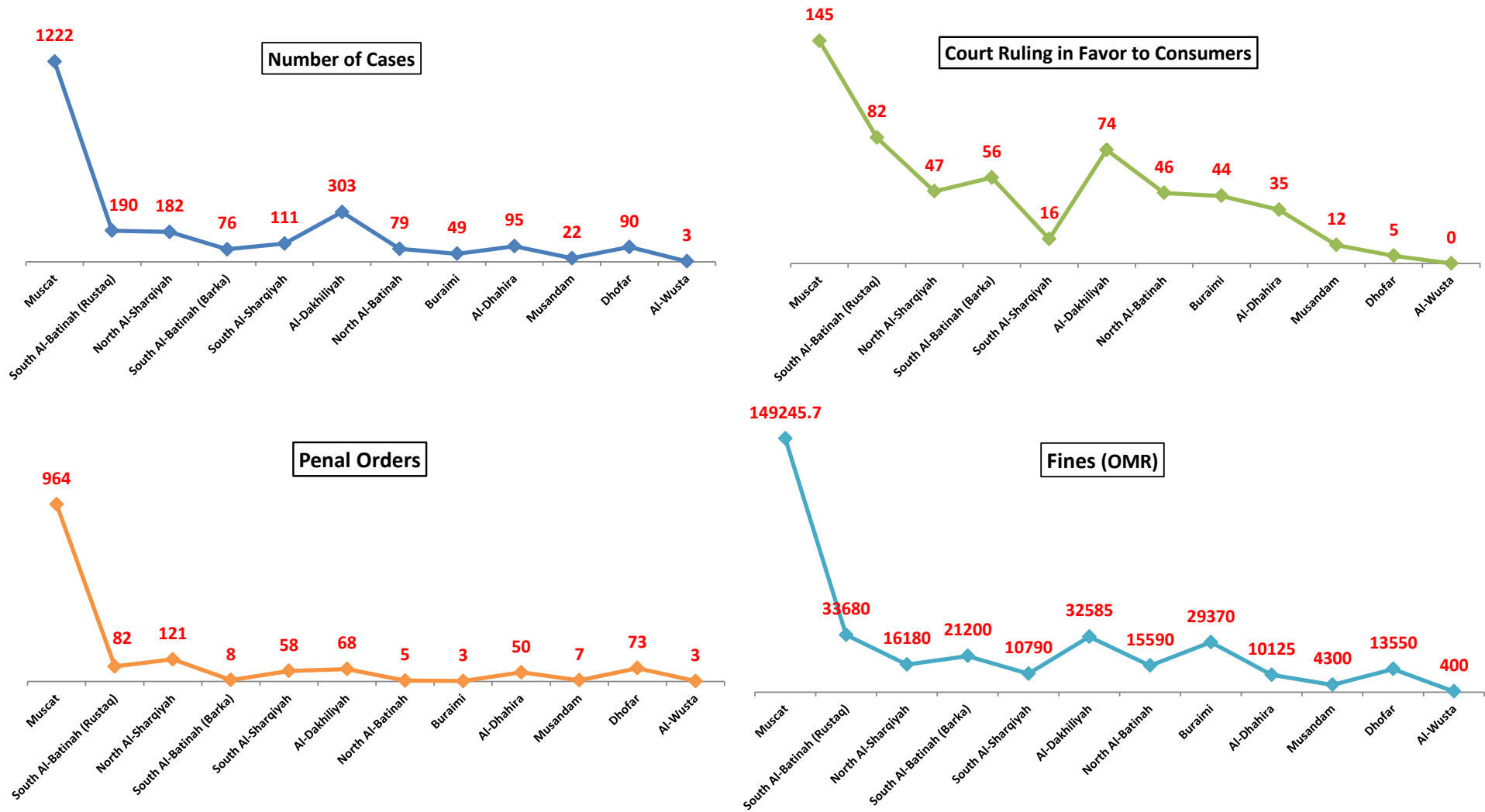


Figure (12): The graph above shows the number of cases, court rulings in favor to consumers, penal orders, and the total fines recorded in all PACP's Administrations during 2014.

XIII. TRAINING AND PREPARATION COURSES

	Branch	Programs/Courses	Number of Participants
1	Muscat	113	512
2	North Al-Batinah	24	122
3	South Al-Sharqiyah	25	104
4	Musandam	19	72
5	South Al-Batinah (Rustaq)	17	71
6	South Al-Batinah (Barka)	18	48
7	North Al-Sharqiyah	22	55
8	Al-Dakhiliyah	22	121
9	Al-Dhahira	23	59
10	Buraimi	21	50
11	Dhofar	22	105
12	Al-Wusta	15	21
	Total	341	1340

Table 13: Total number of programs and training courses offered to the PACP staff and the number of attendees in all PACP's Administrations during 2014.

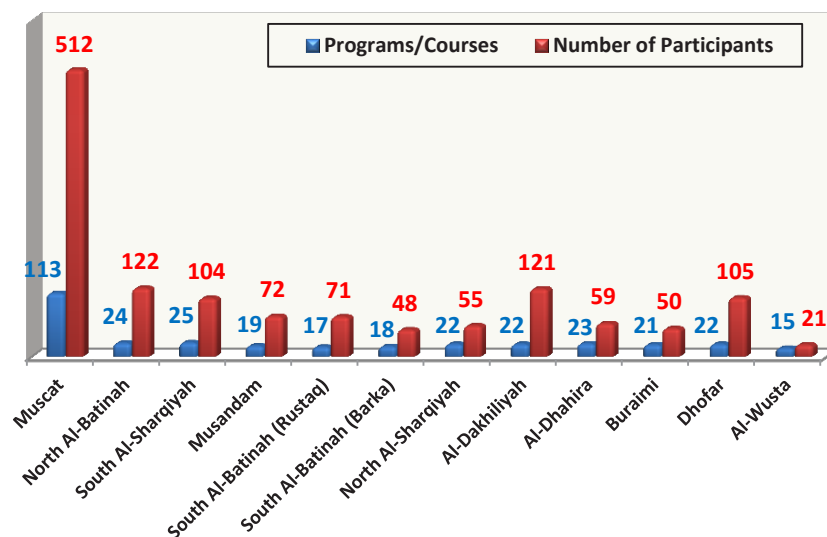


Figure (13): Total number of programs and training courses offered to the PACP staff and the number of attendees in all PACP's Administrations during 2014.



consumer line

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