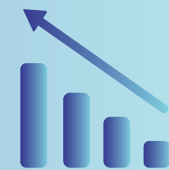




Sultanate of Oman
The Public Authority for Consumer Protection

ANNUAL STATISTICAL REPORT OF 2015



"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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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 (PACP) has always been particular about periodical provision of such indicators and statistics.

The statistical indicators for the year **2015** 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 2015 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 2015. 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, total fines recorded and recoveries 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.

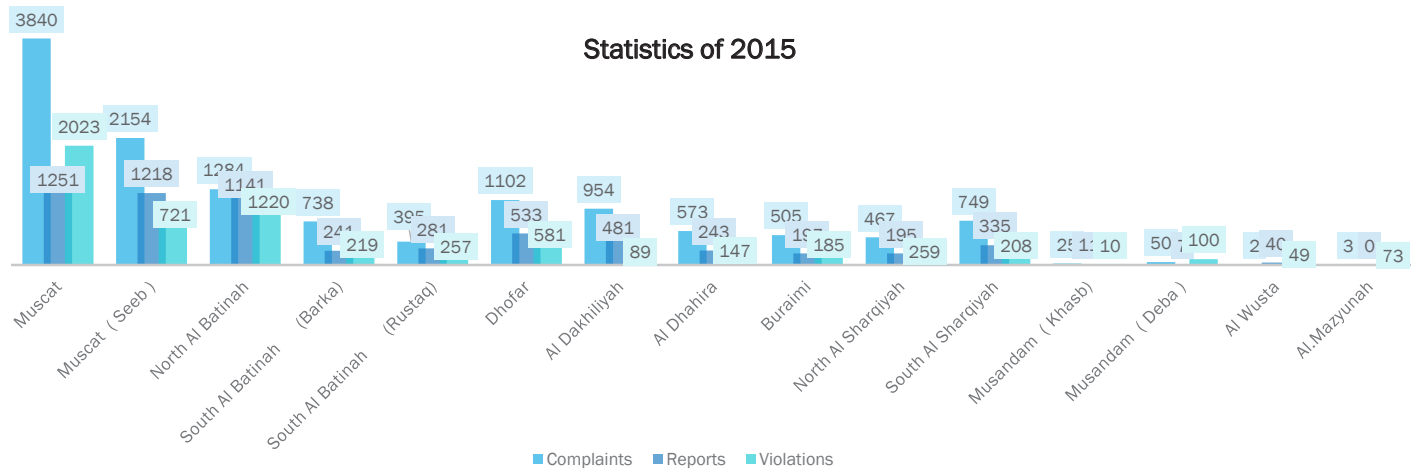
Within the framework of assisting data users to obtain all details easily, the statistics are presented according to the governorate branches they come from and are arranged in a descending order as per the areas they address.

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.

SUMMARY: STATISTICS OF 2015

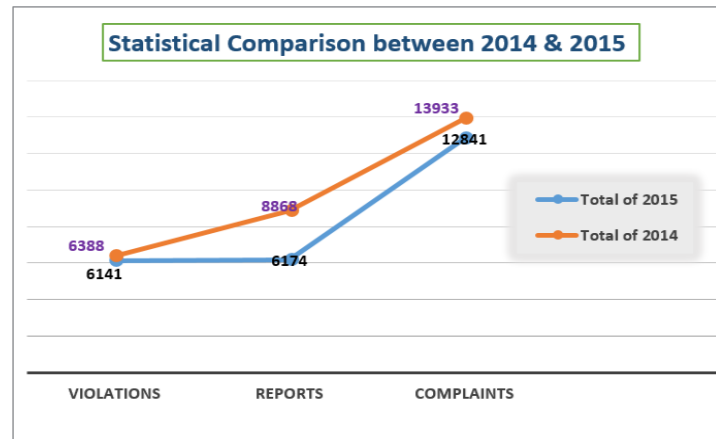
Branch		Complaints	Reports	Violations	Total	Percentage (%)	Confiscated Items	Cases
1	Muscat	3840	1251	2023	7114	%28	53860	847
2	Muscat (Seeb)	2154	1218	721	4093	%16	145822	155
3	North Al Batinah	1284	1141	1220	3645	%14	21424	198
4	South Al Batinah (Barka)	738	241	219	1198	%5	15173	52
5	South Al Batinah (Rustaq)	395	281	257	933	%3.71	2783	64
6	Dhofar	1102	533	581	2216	%8.81	105249	49
7	Al Dakhiliyah	954	481	89	1524	%6	20210	186
8	Al Dhahira	573	243	147	963	%4	10259	30
9	Buraimi	505	197	185	887	%3.5	39919.5	65
10	North Al Sharqiyah	467	195	259	921	%3.7	3040	112
11	South Al Sharqiyah	749	335	208	1292	%5.1	18382	71
12	Musandam (Khasab)	25	11	10	46	%0.18	283	12
13	Musandam (Dibba)	50	7	100	157	%0.62	897.5	7
14	Al Wusta	2	40	49	91	%0.36	1311	1
15	Al Mazyunah	3	0	73	76	%0.30	2210	0
Total of 2015		12841	6174	6141	25156	%100	440823	1849
Total of 2014		13933	8868	6388	29189	-	1415144	2422

Statistics of 2015



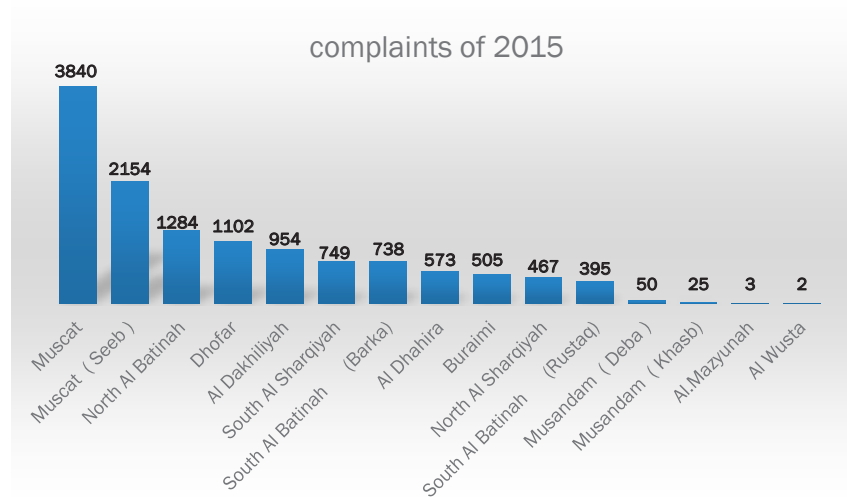
In 2015, the total number of received complaints and reports as well as violations, court cases and confiscated items has declined significantly since 2014. The reasons behind such decline is due to price stabilization in the market, intensive inspection campaigns carried out regularly by the Authority's inspectors, especially during the seasons, and due to the role of the PACP in spreading the awareness by educating business owners, suppliers and consumers of their rights and duties.

Statistical Comparison between 2014 & 2015



TOTAL NUMBER OF REGISTERED COMPLAINTS:

Branch		Total
1	Muscat	3840
2	Muscat (Seeb)	2154
3	North Al Batinah	1284
4	Dhofar	1102
5	Al Dakhiliyah	954
6	South Al Sharqiyah	749
7	South Al Batinah (Barka)	738
8	Al Dhahira	573
9	Buraimi	505
10	North Al Sharqiyah	467
11	South Al Batinah (Rustaq)	395
12	Musandam (Dibba)	50
13	Musandam (Khasab)	25
14	Al Mazyunah	3
15	Al Wusta	2
Total		12841

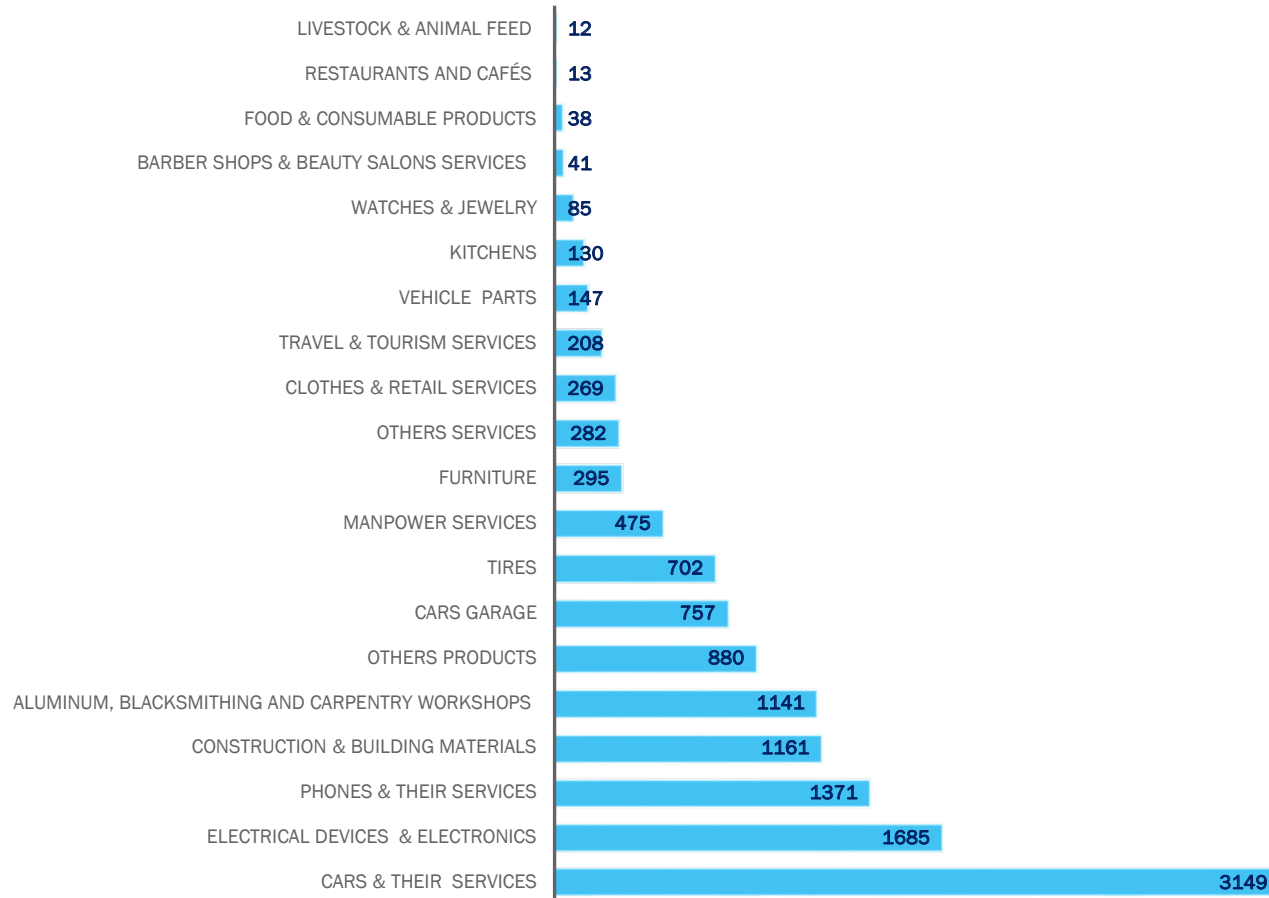


The total number of complaints in 2015 has declined since 2014. PACP's headquarters in Muscat comes first with the highest number of received complaints, last came Al-Wusta governorate recording a total of 2 complaints. In general, most complaints received in 2015 were against the automotive sector and its services.

TOTAL ADDRESSED COMPLAINTS AS PER TYPE:

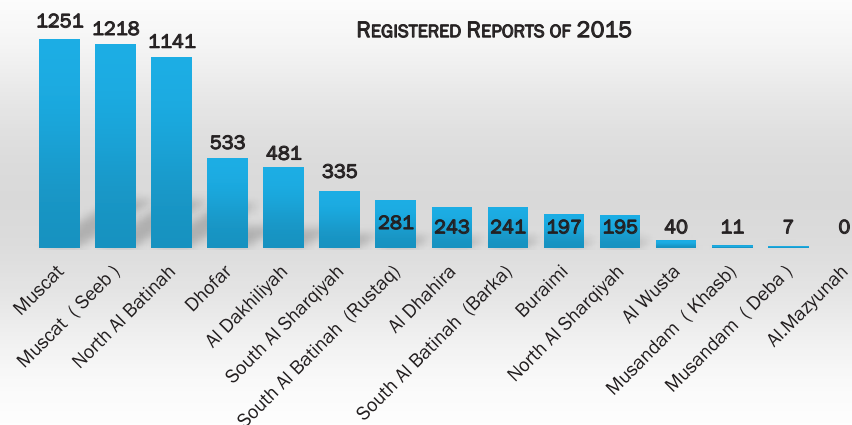
Complaint		Branch	Muscat	Muscat (Seeb)	North Al-Batinah	South Al-Batinah (Rustaq)	South Al-Batinah (Barka)	Buraimi	North Al-Sharqiya	South Al-Sharqiya	Musandam (Khasab)	Musandam (Dibba)	Dakhliyah	Dhahira	Dhofar	Mazyonah	Wustah	Total of 2015
1	Food & Consumable Products		0	6	2	1	0	0	3	3	0	1	7	13	2	0	0	38
2	Cars & their Services		1324	339	238	42	132	46	155	202	5	4	242	176	244	0	0	3149
3	Cars Garage		164	224	71	38	25	27	20	41	0	6	42	30	68	1	0	757
4	Tires		157	54	68	31	36	55	39	87	0	0	50	39	86	0	0	702
5	Vehicle Parts		15	33	5	11	11	8	3	16	0	0	13	13	18	0	1	147
6	Electrical Devices & Electronics		509	183	216	46	158	42	57	102	1	0	161	87	122	1	0	1685
7	Phones & Their Services		624	196	79	12	68	23	38	64	1	0	93	34	139	0	0	1371
8	Construction & Building Materials		205	301	116	63	131	43	55	49	6	12	69	56	55	0	0	1161
9	Aluminum, Blacksmithing & Carpentry Workshops		111	356	173	55	71	33	50	61	7	11	109	28	76	0	0	1141
10	Kitchens		25	26	12	10	3	3	1	1	0	0	33	5	11	0	0	130
11	Furniture		36	69	47	22	27	33	8	14	0	0	10	4	25	0	0	295
12	Restaurants and Cafés		0	0	4	1	0	2	2	1	0	1	2	0	0	0	0	13
13	Clothes & Retail Services		55	48	12	15	24	12	10	35	0	1	26	16	14	1	0	269
14	Watches & Jewelry		8	18	6	4	5	0	0	14	1	0	12	4	13	0	0	85
15	Manpower Services		196	19	93	9	8	88	10	17	1	0	15	2	17	0	0	475
16	Travel & Tourism Services		79	6	6	1	0	9	0	7	3	0	0	0	97	0	0	208
17	Livestock & Animal Feed		0	0	0	0	6	1	0	1	0	1	0	1	1	0	1	12
18	Barber Shops & Beauty Salons Services		16	11	2	0	1	3	2	0	0	1	2	1	2	0	0	41
19	Others Products		263	216	87	30	17	63	5	21	0	9	51	39	79	0	0	880
20	Others Services		53	49	47	4	15	14	9	13	0	3	17	25	33	0	0	282
Total			3840	2154	1284	395	738	505	467	749	25	50	954	573	1102	3	2	12841

Complaints 2015 per Catagory



TOTAL NUMBER OF REGISTERED REPORTS:

Branch		Total
1	Muscat	1251
2	Muscat (Seeb)	1218
3	North Al Batinah	1141
4	Dhofar	533
5	Al Dakhiliyah	481
6	South Al Sharqiyah	335
7	South Al Batinah (Rustaq)	281
8	Al Dhahira	243
9	South Al Batinah (Barka)	241
10	Buraimi	197
11	North Al Sharqiyah	195
12	Al Wusta	40
13	Musandam (Khasab)	11
14	Musandam (Dibba)	7
15	Al Mazyunah	0
Total		6174

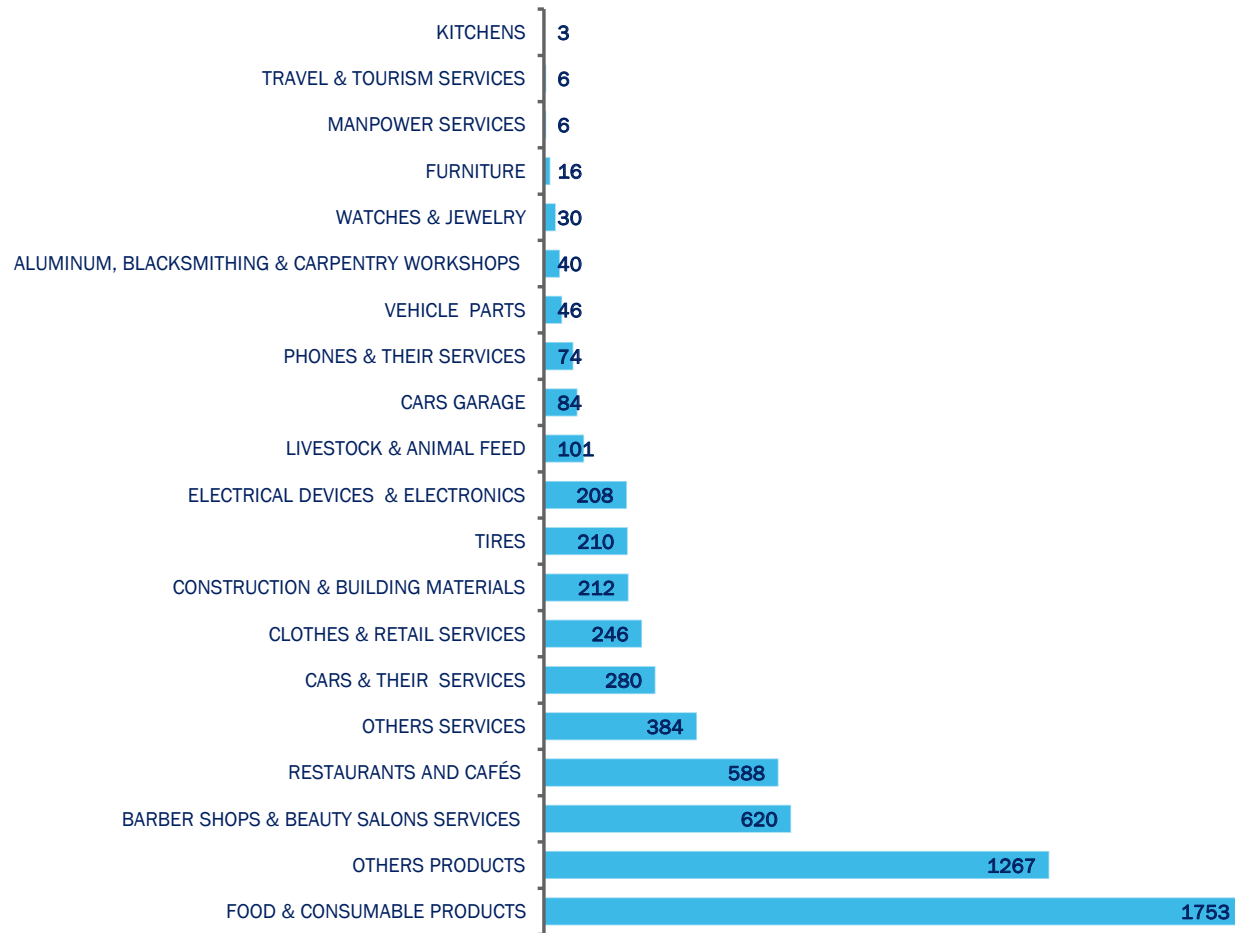


The total number of reports received in 2015 has declined compared to 2014. PACP's headquarters in Muscat comes first with the highest number of registered reports, last came Al-Mazyunah with a record of 0 complaints. Reports have varied, but in general, most reports received in 2015 were regarding Food & Consumable Products.

TOTAL ADDRESSED REPORTS AS PER TYPE:

REPORTS		Branch	Muscat	Muscat (Seeb)	North Batinah	South Batinah (Rustaq)	Ssouth Batinah (Barka)	Buraimi	North Sharqiya	South Sharqiya	Musandam (Khaseb)	Musandam (Dibba)	Dakhliya	Dhahira	Dhofar	Mazyonah	Wusta	Total of 2015
1	Food & Consumable Products		284	488	306	59	77	43	50	76	3	2	170	53	125	0	17	1753
2	Cars & Their Services		45	60	51	10	18	7	3	15	0	0	24	11	35	0	1	280
3	Cars Garage		7	0	50	1	0	6	5	1	0	0	5	6	3	0	0	84
4	Tires		23	40	40	4	7	33	11	11	0	0	9	14	16	0	2	210
5	Vehicle Parts		7	0	10	3	1	3	0	1	0	0	8	1	12	0	0	46
6	Electrical Devices & Electronics		55	16	57	8	4	4	7	11	0	0	16	18	11	0	1	208
7	Phones & Their Services		24	11	14	1	3	3	1	3	0	0	4	3	7	0	0	74
8	Construction & Building Materials		26	24	52	12	16	3	21	19	0	0	17	11	9	0	2	212
9	Aluminum, Blacksmithing & Carpentry Workshops		2	4	18	2	0	1	1	0	0	0	6	3	3	0	0	40
10	Kitchens		0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	3
11	Furniture		3	0	8	1	0	1	0	0	0	0	0	2	1	0	0	16
12	Restaurants and Cafés		226	61	76	15	23	19	11	17	3	1	31	14	85	0	6	588
13	Clothes & Retail Services		53	31	46	6	4	13	7	17	0	0	20	18	31	0	0	246
14	Watches & Jewelry		7	13	4	0	1	1	1	1	0	0	0	1	0	0	1	30
15	Manpower Services		0	1	1	0	0	0	0	0	0	0	0	4	0	0	0	6
16	Travel & Tourism Services		1	0	2	0	1	0	1	0	0	0	0	0	1	0	0	6
17	Livestock & Animal Feed		5	0	13	6	11	2	11	21	0	0	11	4	15	0	2	101
18	Barber Shops & Beauty Salons Services		158	180	77	82	21	15	5	9	4	2	18	19	29	0	1	620
19	Others Products		276	187	233	55	52	35	35	111	1	1	103	52	119	0	7	1267
20	Others Services		49	102	83	15	2	8	25	22	0	1	39	7	31	0	0	384
Total			1251	1218	1141	281	241	197	195	335	11	7	481	243	533	0	40	6174

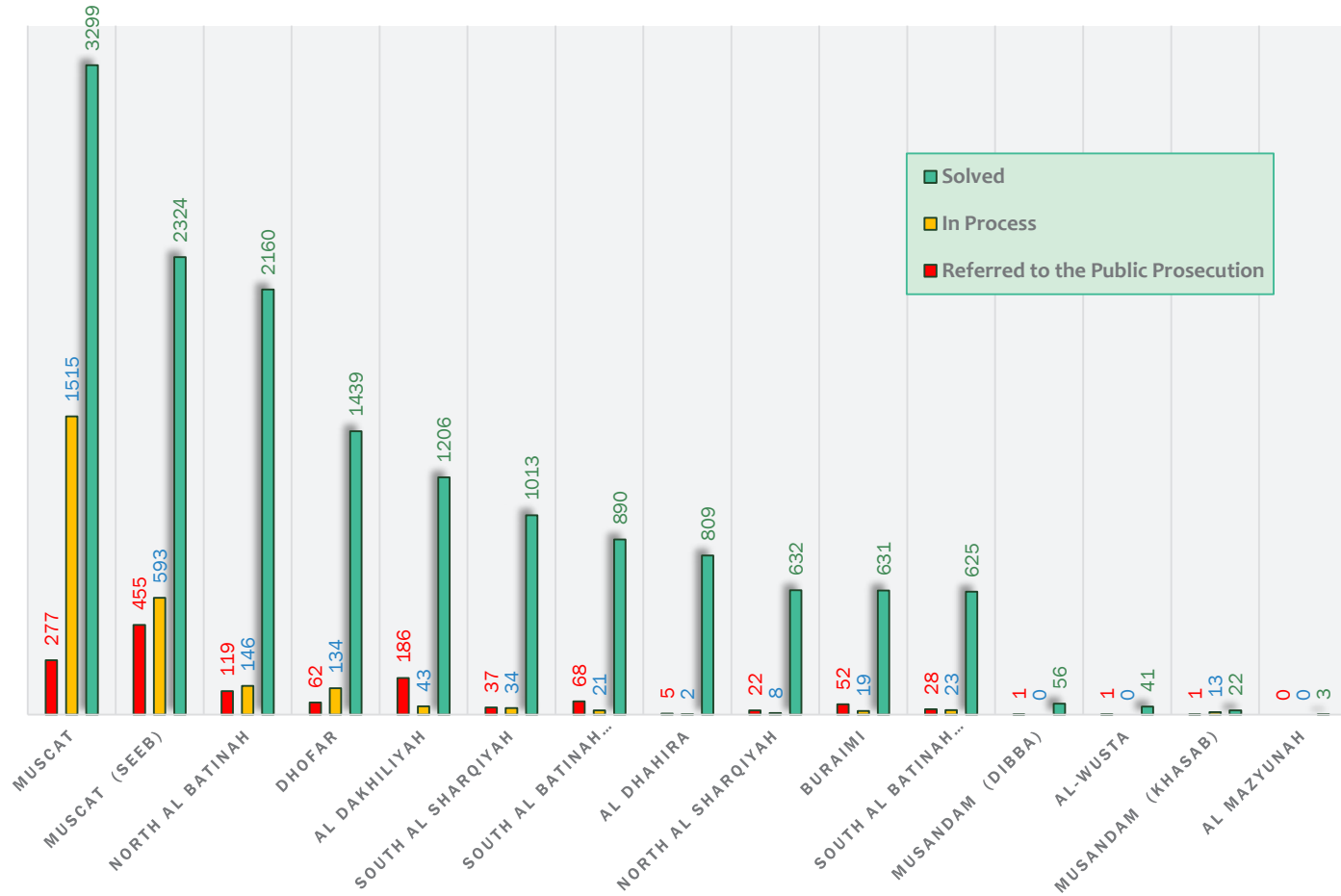
Reports of 2015 per Catagory



NUMBER OF ADDRESSED COMPLAINTS AND REPORTS AS PER ACTION TAKEN

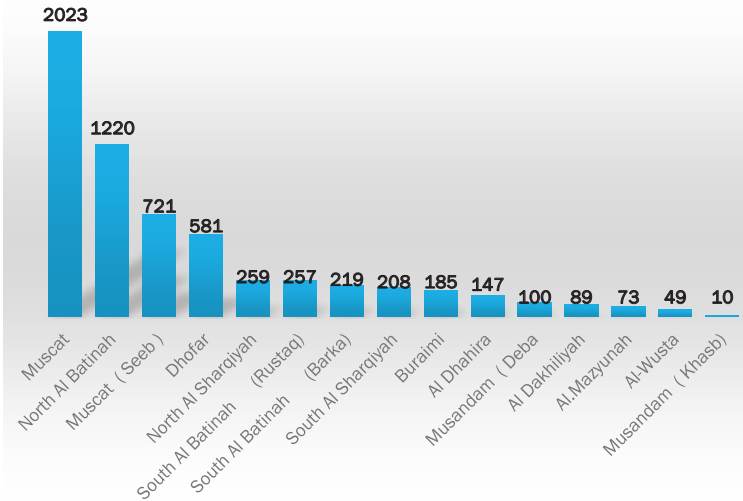
Branch		Solved	In Process	Referred to the Public Prosecution	Total	Percentage (%)	Cases Unrelated to PACP's Jurisdiction
1	Muscat	3299	1515	277	5091	%27	7
2	Muscat (Seeb)	2324	593	455	3372	%18	38
3	North Al Batinah	2160	146	119	2425	%13	15
4	Al Dakhiliyah	1206	43	186	1435	%8	13
5	Dhofar	1439	134	62	1635	%9	10
6	Al Mazyunah	3	-	-	3	%0.02	-
7	Buraimi	631	19	52	702	%3.7	11
8	South Al Sharqiyah	1013	34	37	1084	%6	14
9	North Al Sharqiyah	632	8	22	662	%3	-
10	Al Dhahira	809	2	5	816	%4	18
11	South Al Batinah (Rustaq)	625	23	28	676	%3.6	7
12	South Al Batinah (Barka)	890	21	68	979	%5	-
13	Musandam (Khasab)	22	13	1	36	%0.19	-
14	Musandam (Dibba)	56	-	1	57	%0.30	-
15	Al-Wusta	41	-	1	42	%0.22	-
Total 2015		15150	2551	1314	19015	%100	133
Total 2014		18764	2902	1135	22801		262

ADRESSED COMPLAINTS & REPORTS AS PER ACTION TAKEN OF 2015



TOTAL NUMBER OF ISSUED PENALTIES (WITH / WITHOUT CONFISCATING ITEMS):

Branch		Penalties Issued without Confiscation	Penalties Issued with Confiscation	Total
1	Muscat	1688	335	2023
2	Muscat (Seeb)	579	142	721
3	North Al Batinah	414	806	1220
4	Al Dakhiliyah	58	31	89
5	Dhofar	305	276	581
6	Al.Mazyunah	16	57	73
7	Buraimi	100	85	185
8	South Al Sharqiyah	128	80	208
9	North Al Sharqiyah	151	108	259
10	Al Dhahira	69	78	147
11	South Al Batinah (Rustaq)	155	102	257
12	South Al Batinah (Barka)	170	49	219
13	Musandam (Khasab)	3	7	10
14	Musandam (Dibba)	24	76	100
15	Al-Wusta	15	34	49
Total		3875	2266	6141

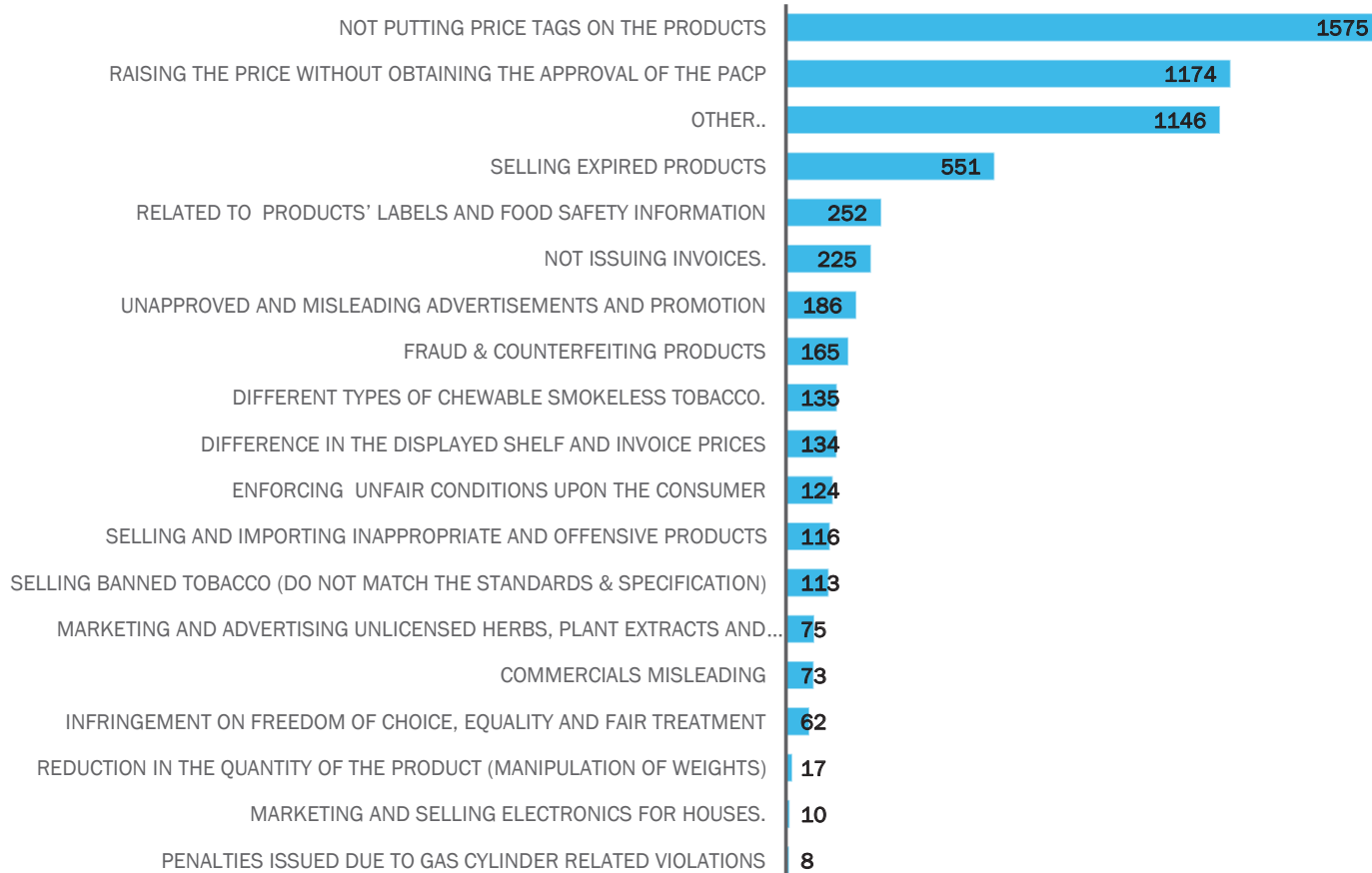


The total number of penalties issued in 2015 has **declined** compared to 2014. PACP's headquarters (Muscat) comes first with the highest number of issued penalties. Majority of penalties were issued due to violating the law on failing to display the price of products, second violation was raising the price of products/services without obtaining the necessary approval from the PACP.

TYPES OF REGISTERED VIOLATIONS/PENALTIES:

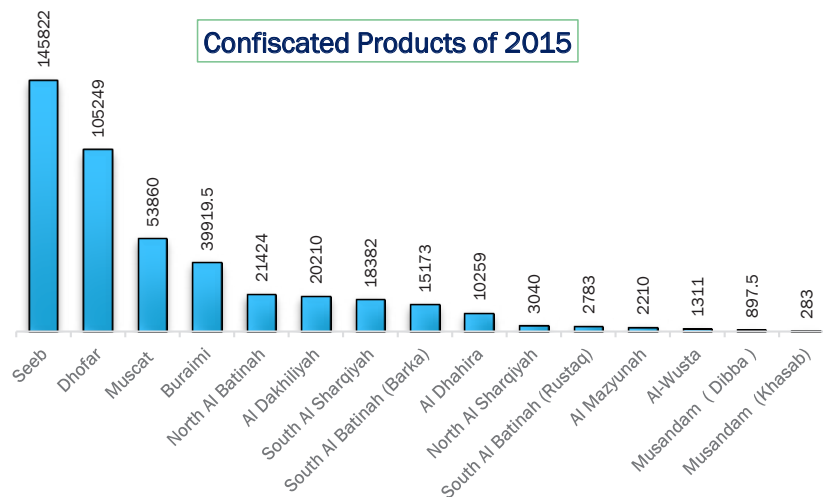
Type of Violation	Muscat	Muscat (Seeb)	North Batinah	South Batinah (Rustaq)	South Batinah (Barka)	Buraimi	North Sharqiya	South Sharqiya	Musandam (Khaseb)	Musandam (Dibba)	Dakhliya	Dhahira	Dhofar	Mazyonah	Wusta	Total of 2015
1 Difference in the displayed shelf prices and invoice prices	43	22	34	10	2	0	3	1	0	0	5	2	11	1	0	134
2 Related to products' labels & food safety information	44	15	73	17	24	1	4	6	0	29	6	11	6	10	6	252
3 Different types of chewable smokeless tobacco.	30	12	6	0	5	2	1	7	0	0	4	3	54	6	5	135
4 Infringement on freedom of choice, equality and fair treatment	43	7	0	1	1	6	0	0	0	0	0	0	4	0	0	62
5 Unapproved and misleading promotions	99	30	7	7	3	1	10	3	0	0	7	2	17	0	0	186
6 Misleading Commercials	42	8	1	16	1	0	3	0	0	0	0	1	1	0	0	73
7 Fraud & counterfeiting products	71	10	3	2	7	26	6	4	1	1	1	11	21	1	0	165
8 Marketing & selling electronics door-to-door	5	0	0	0	0	1	0	0	0	0	0	1	3	0	0	10
9 Reduction in the quantity of the product (manipulation of weights)	2	0	1	1	2	1	0	0	0	0	1	9	0	0	0	17
10 Marketing & advertising unlicensed herbs, plant extracts and medical devices.	36	4	5	0	1	0	3	1	1	0	4	6	14	0	0	75
11 Selling and importing inappropriate and offensive products	47	10	16	6	6	1	2	6	1	0	3	1	17	0	0	116
12 Raising the price without obtaining the approval of the PACP	461	283	80	54	89	30	24	12	2	10	23	23	70	11	2	1174
13 Selling Banned Tobacco (That do not match the GCC standards & specification)	15	5	6	0	1	0	1	7	0	3	1	4	53	9	8	113
14 Selling expired products	50	77	101	35	19	24	73	46	3	21	11	20	36	19	16	551
15 Enforcing unfair conditions upon the consumer	81	23	11	0	5	0	1	0	0	0	0	0	3	0	0	124
16 Not issuing invoices.	88	35	68	6	8	1	10	2	0	0	1	1	5	0	0	225
17 Not putting price tags on the products	595	128	406	43	41	33	73	84	2	10	17	14	114	7	8	1575
18 Penalties issued due to gas cylinder related violations	2	4	0	1	0	0	0	0	0	0	0	1	0	0	0	8
19 Other..	269	48	402	58	4	58	45	29	0	26	5	37	152	9	4	1146
Total	2023	721	1220	257	219	185	259	208	10	100	89	147	581	73	49	6141

Registered Violations as per Type of 2015



TOTAL NUMBER OF CONFISCATED ITEMS

Branch		Total Confiscated Items
1	Muscat (Seeb)	145822
2	Dhofar	105249
3	Muscat (Headquarters)	53860
4	Buraimi	39919.5
5	North Al Batinah	21424
6	Al Dakhiliyah	20210
7	South Al Sharqiyah	18382
8	South Al Batinah (Barka)	15173
9	Al Dhahira	10259
10	North Al Sharqiyah	3040
11	South Al Batinah (Rustaq)	2783
12	Al Mazyunah	2210
13	Al-Wusta	1311
14	Musandam (Dibba)	897.5
15	Musandam (Khasab)	283
Total		440823

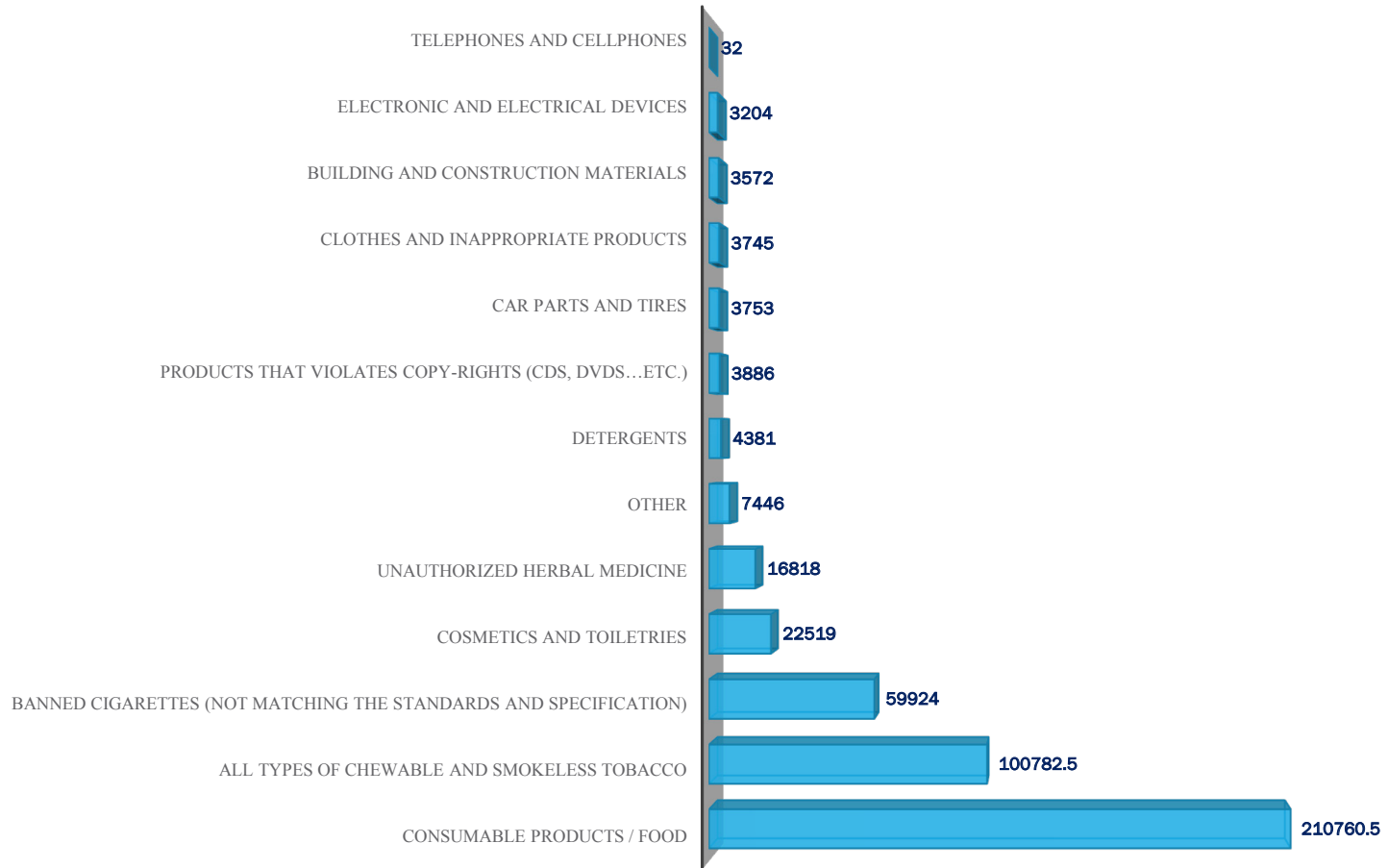


The total number of confiscated items issued in 2015 has **declined** compared to 2014. PACP's Muscat (Seeb) comes first with the highest number of confiscations. The majority of confiscated items were food related products and smokeless chewable tobacco.

TYPES OF CONFISCATED ITEMS:

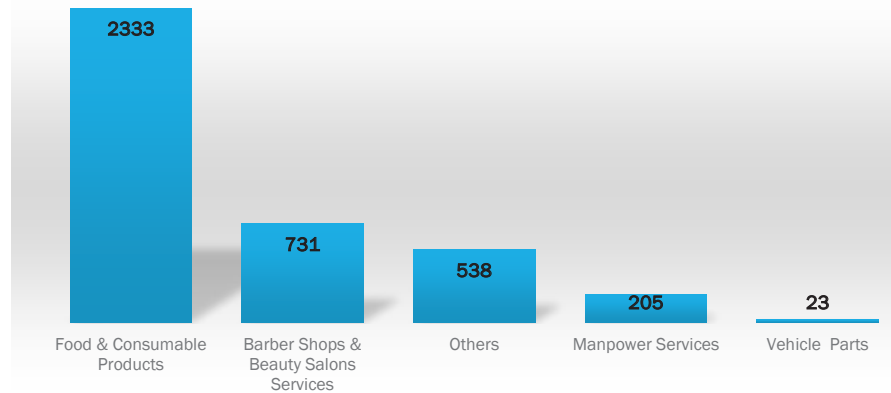
Confiscated Items		Muscat	Muscat (Seeb)	North Batinah	South Batinah (Rustaq)	South Batinah (Barka)	Buraimi	North Sharqiya	South Sharqiya	Musandam (Khaseb)	Musandam (Dibba)	Dakhliya	Dhahira	Dhofar	Mazyonah	Wusta	Total of 2015
1	Consumable Products / Food	1469	120758	6470	1503	11528	36723	1376	1724	4	564.5	15276	9128	3179	271	787	210760.5
2	Banned Cigarettes (Not matching the standards and specification)	10852	7249	496	0	1703	0	29	9564	0	0	54	324	29424	205	24	59924
3	All Types of Chewable and Smokeless Tobacco	11247	15219	964	7	589	1070.5	23	5545	0	0	681	152	64898	387	0	100782.5
4	Clothes and Inappropriate Products	2026	336	508	54	17	0	50	106	8	0	345	6	289	0	0	3745
5	Detergents	57	1111	2695	25	11	40	0	197	0	34	138	24	14	35	0	4381
6	Products that Violates Copy-Rights (CDs, DVDs...etc.)	3881	0	0	0	0	0	0	0	0	0	1	4	0	0	0	3886
7	Unauthorized Herbal Medicine	9985	575	697	0	162	0	7	26	92	0	974	93	4207	0	0	16818
8	Electronic and Electrical Devices	3193	0	0	0	2	0	0	0	0	0	0	0	9	0	0	3204
9	Telephones and Cellphones	0	0	0	0	0	0	0	0	0	0	0	0	32	0	0	32
10	Car parts and Tires	150	0	1230	0	0	1261	1	107	0	0	0	4	565	435	0	3753
11	Building and Construction Materials	1	0	2650	0	2	0	205	0	0	50	660	4	0	0	0	3572
12	Cosmetics and Toiletries	10811	142	5148	879	1153	694	779	419	179	56	767	331	274	403	484	22519
13	Other	188	432	566	315	6	131	570	694	0	193	1314	189	2358	474	16	7446
Total		53860	145822	21424	2783	15173	39919.5	3040	18382	283	897.5	20210	10259	105249	2210	1311	440823

Confiscated Items as per Type of 2015



CONFISCATED ITEMS REFERRED TO TESTING & INSPECTION

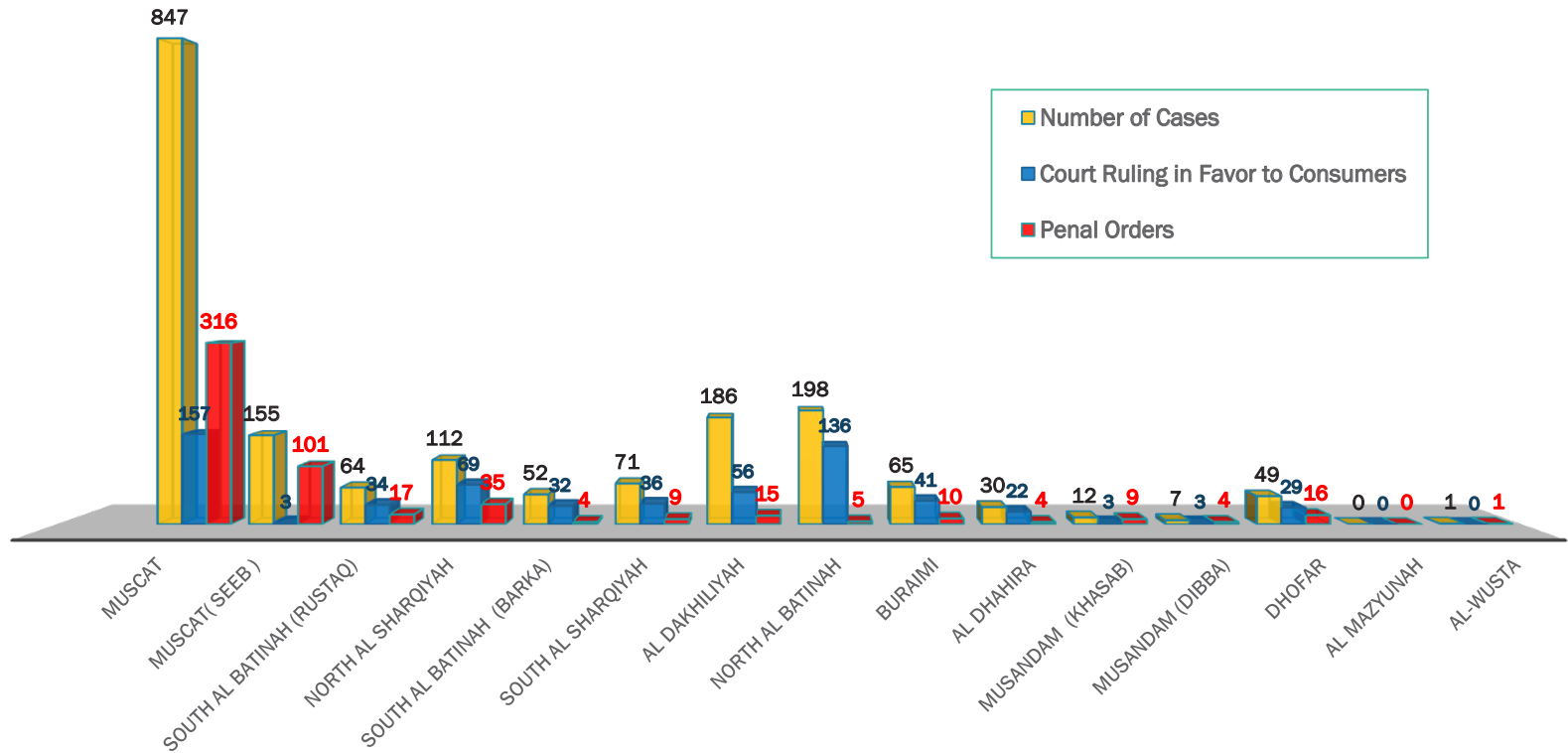
Confiscated Items		Muscat	Muscat (Seeb)	North Batinah	South Batinah (Rustaq)	South Batinah (Barka)	Buraimi	North Sharqiya	South Sharqiya	Musandam (Khaseb)	Musandam (Dibba)	Dakhliya	Dhahira	Dhofar	Mazyonah	Wusta	Total of 2015
1	Food & Consumable Products	238	334	191	50	75	123	985	13	6	14	180	11	111	2	0	2333
2	Barber Shops & Beauty Salons Services	94	0	10	0	15	9	445	0	0	78	73	5	2	0	0	731
3	Vehicle Parts	1	0	9	0	0	7	1	5	0	0	0	0	0	0	0	23
4	Manpower Services	0	0	0	0	0	0	205	0	0	0	0	0	0	0	0	205
5	Others	69	0	40	42	4	34	330	16	0	0	0	0	3	0	0	538
Total 2015		402	334	250	92	94	173	1966	34	6	92	253	16	116	2	0	3830
Total 2014		284		1267	63	16	38	502	467	16		248	12	15		183	3111



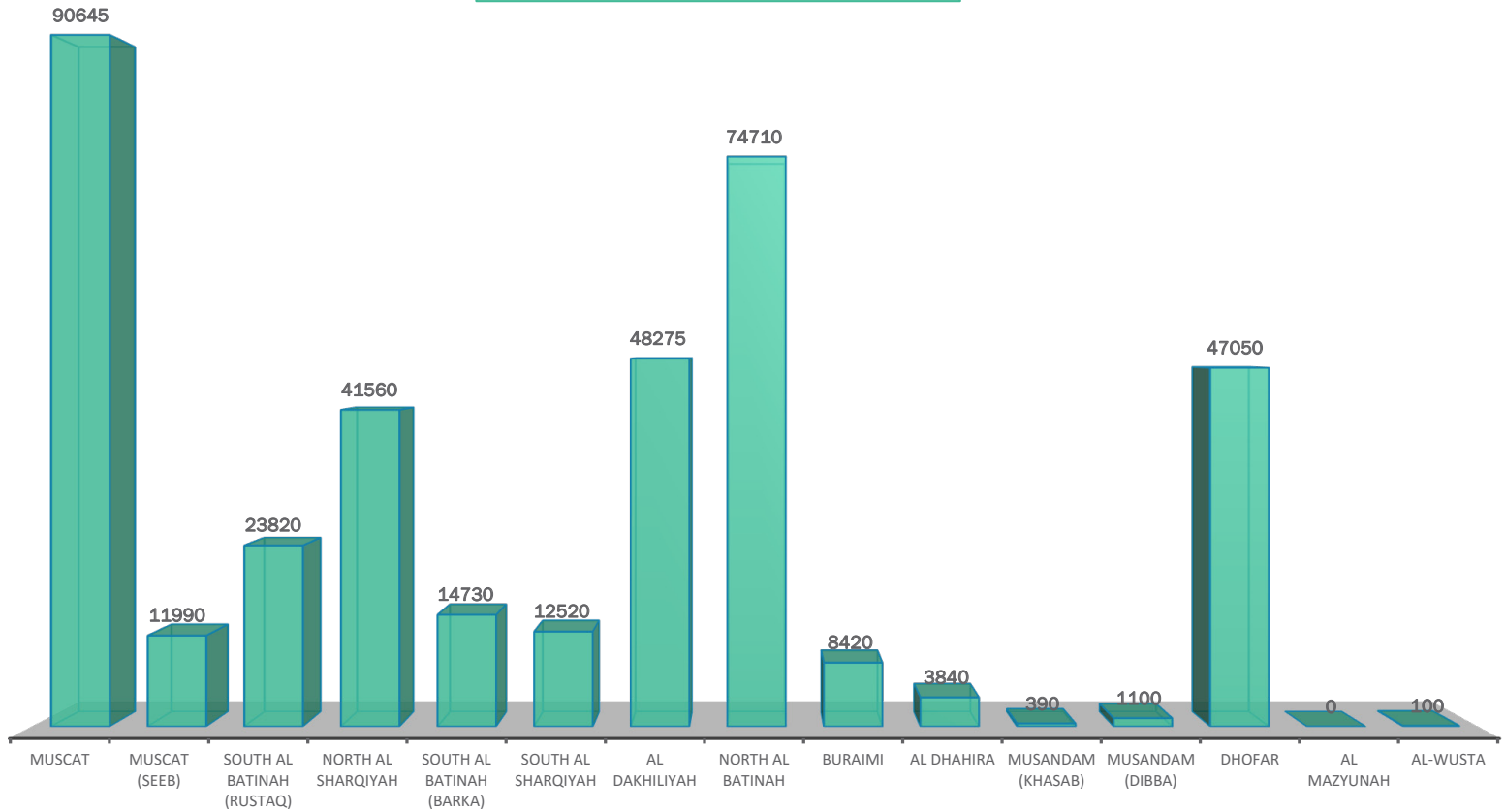
LEGAL CASES, PENAL ORDERS, FINES AND RECOVERIES:

Branch		Number of Cases	Court Ruling in Favor to Consumers	Penal Orders	Conservation Decisions	Total Amount of Fines (OMR)	Financial Recoveries (OMR)
1	Muscat	847	157	316	231	90645	964707.256
2	Muscat (Seeb)	155	3	101	51	11990	213571
3	South Al Batinah (Rustaq)	64	34	17	1	23820	27528.475
4	North Al Sharqiyah	112	69	35	6	41560	141010.5
5	South Al Batinah (Barka)	52	32	4	6	14730	41279.9
6	South Al Sharqiyah	71	36	9	16	12520	48306.92
7	Al Dakhiliyah	186	56	15	91	48275	192016.933
8	North Al Batinah	198	136	5	13	74710	86457.19
9	Buraimi	65	41	10	4	8420	58526.89
10	Al Dhahira	30	22	4	0	3840	64482.575
11	Musandam (Khasab)	12	3	9	0	390	10439.8
12	Musandam (Dibba)	7	3	4	0	1100	893.681
13	Dhofar	49	29	16	2	47050	132897.9
14	Al Mazyunah	0	0	0	0	0	30
15	Al-Wusta	1	0	1	0	100	0
Total 2015		1849	621	546	421	379150	1982149.02
Total 2014		2422	562	1442	0	337015.7	1242635.256

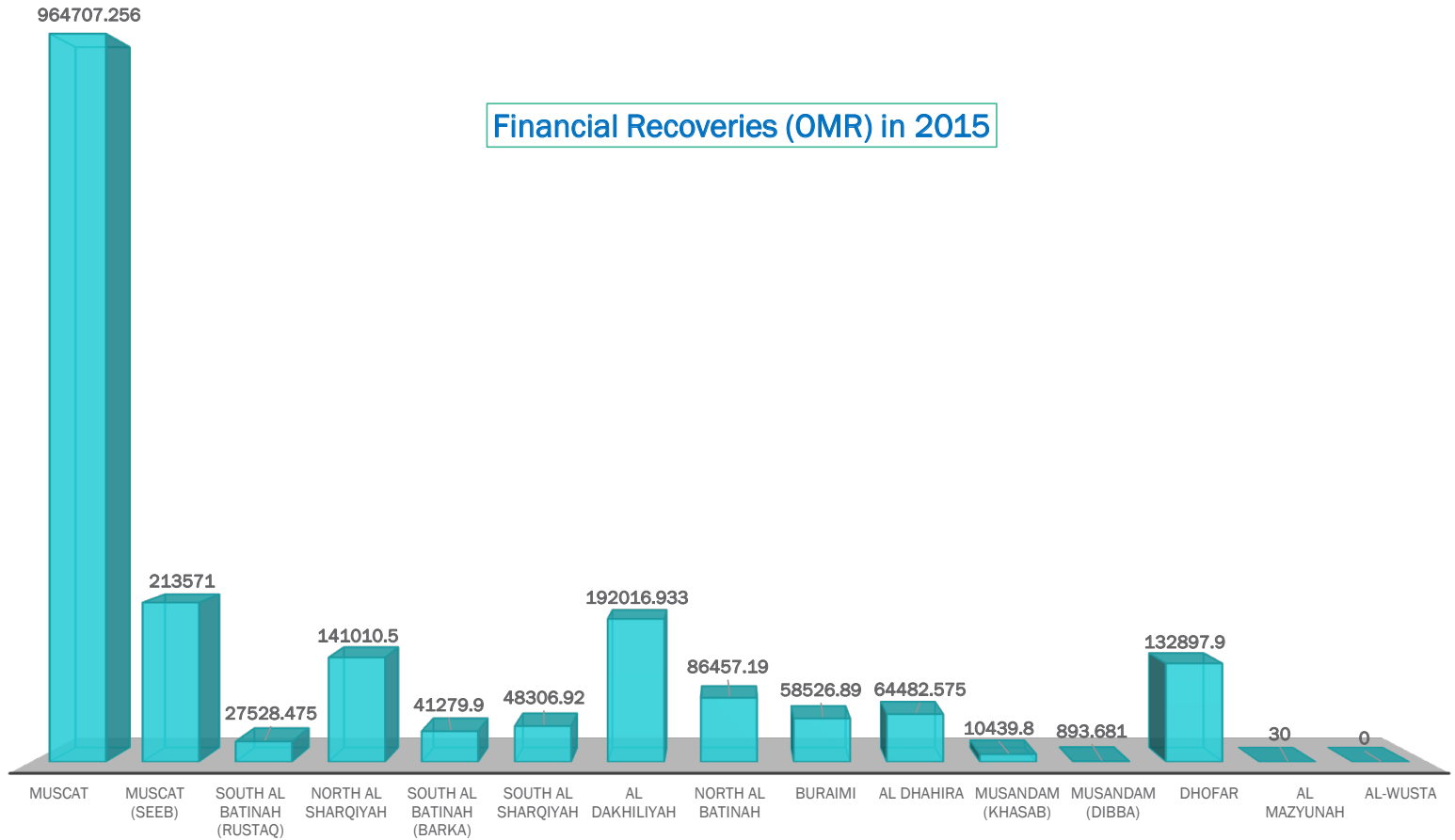
Total number of cases, court rulings in favor of consumers, penal orders of 2015



Total Issued Fines (OMR) in 2015



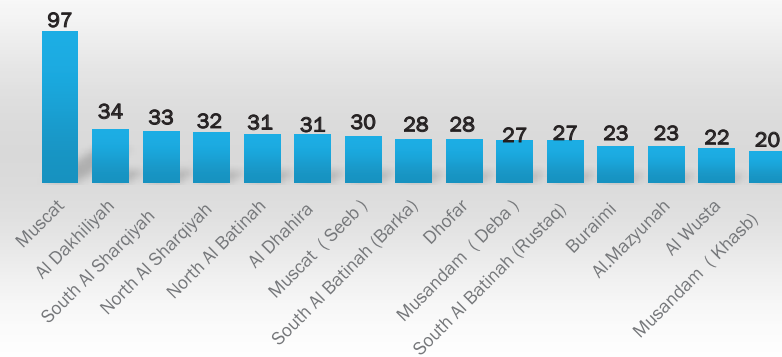
Financial Recoveries (OMR) in 2015



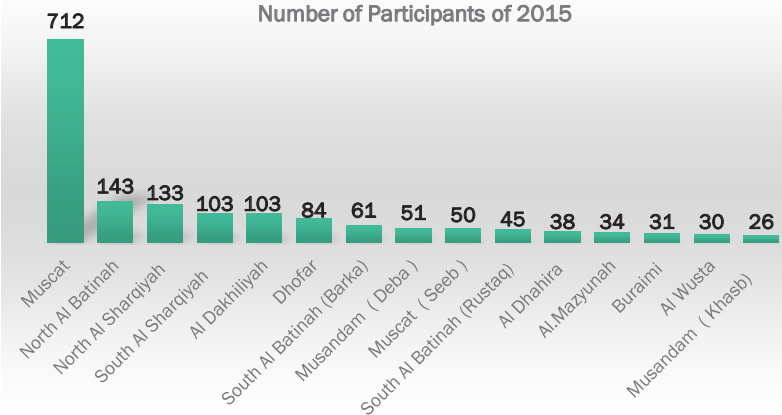
TRAINING AND DEVELOPING COURSES:

Branch		Programs / Courses	Number of Participants
1	Muscat	97	712
2	Muscat (Seeb)	30	50
3	North Al Batinah	31	143
4	South Al Sharqiyah	33	103
5	Musandam (Khasab)	20	26
6	Musandam (Dibba)	27	51
7	South Al Batinah (Rustaq)	27	45
8	South Al Batinah (Barka)	28	61
9	North Al Sharqiyah	32	133
10	Al Dakhiliyah	34	103
11	Al Dhahira	31	38
12	Buraimi	23	31
13	Dhofar	28	84
14	Al.Mazyunah	23	34
15	Al Wusta	22	30
Total 2015		486	1644
Total 2014		341	1340

programs/ courses of 2015



Number of Participants of 2015





Consumer Line / 80079009

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