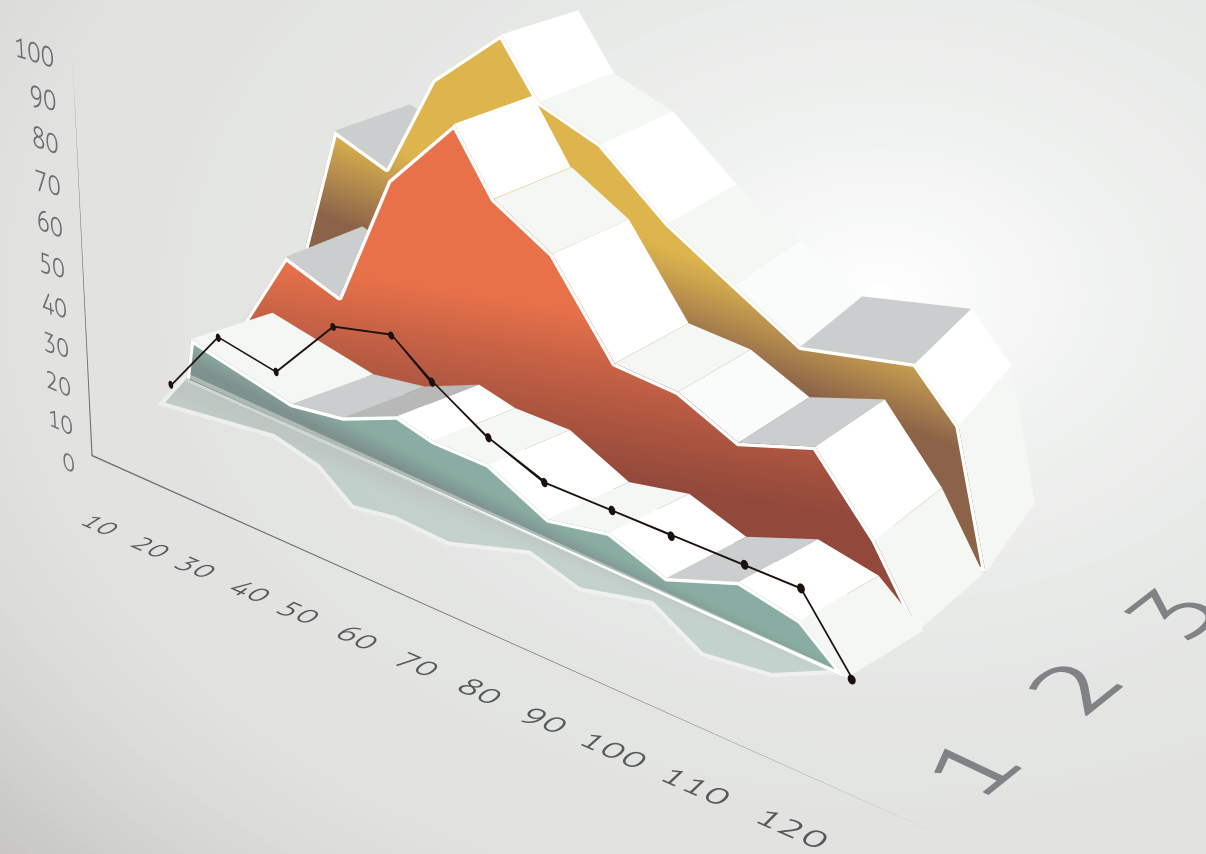


Sultanate of Oman
The Public Authority for Consumer Protection



Annual Statistical Report of 2016





*The Public Authority For
Consumer Protection*

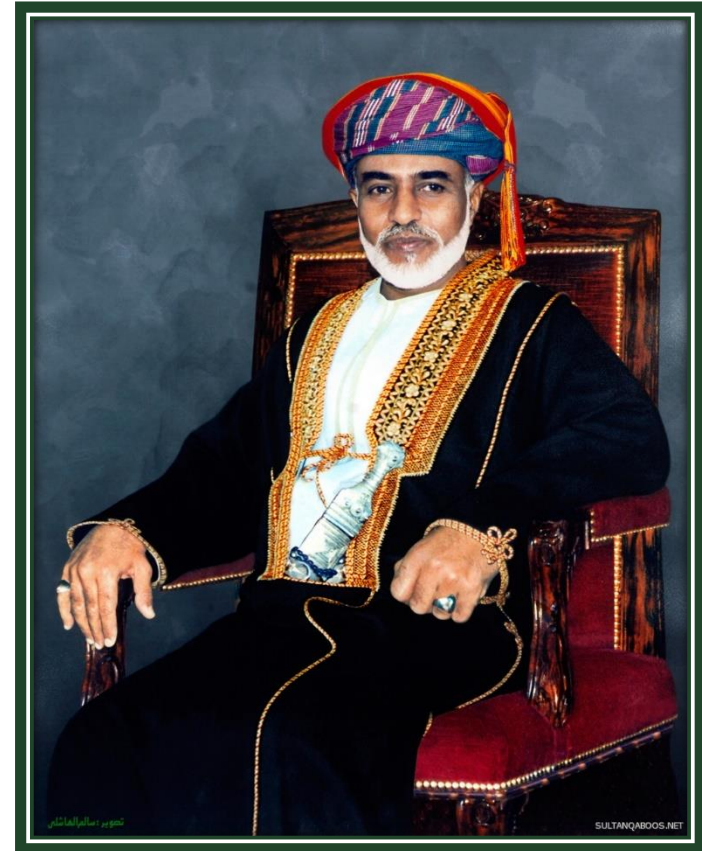
ANNUAL STATISTICAL REPORT OF 2016

2017

PUBLIC AUTHORITY FOR CONSUMER PROTECTION
Sultanate of Oman

"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 **2016** 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 2016 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 2016. 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.

STATISTICS:

The Annual Statistical Indicators of Public Authority for Consumer Protection (PACP) issued by the General Directorate for Studies and Development which shows increasing in the number of complaints presented by consumers as well as the reports and violations against shops in 2016 compared with 2015 in a changing rate 16% in complaints sector, 5% for reports and 12% for violations.

The statistics show that the Authority was able to solve more than 81% of the total complaints and reports presented in rate of 13492 resolved, 2059 in progress and 1124 transmitted to the Prosecution.

While, the Confiscated Items had a rise of 22%, mostly recorded in the cigarette sector which contrary to specifications and standards, followed by tobacco and non-smoked tobacco sector and then food sector.

Here, we refer to the efforts of those concerned in consumer protection to control and withdraw goods that causes direct harm to human health.

2015		2016
12841	Complaints	10792
6174	Reports	5883
6141	Violations	5416
440823	Confiscated Items	536102

TABLE 1: TOTAL NUMBER OF COMPLAINTS, REPORTS, VIOLATIONS, CONFISCATED ITEMS AND LEGAL CASES

Branch		Complaints	Reports	Violations	Total	Percentage (%)	Confiscated Items	Cases
1	Muscat	2992	1275	2028	6295	%28	128922	623
2	Muscat (Seeb)	1808	1146	764	3718	%17	133490	282
3	North Al Batinah	1181	1112	829	3122	%14	23424	338
4	South Al Batinah (Barka)	564	205	206	975	%4.4	169402	72
5	South Al Batinah (Rustaq)	320	166	163	649	%3	2065	39
6	Dhofar	1047	549	688	2284	%10	38283	39
7	Al Dakhiliyah	866	475	61	1402	%6	15593	178
8	Al Dhahira	454	256	94	804	%4	1134	10
9	Buraimi	423	157	103	683	%3.1	8790	53
10	North Al Sharqiyah	328	191	243	762	%3.4	6681	96
11	South Al Sharqiyah	752	277	121	1150	%5	6443	71
12	Musandam (Khasab)	36	10	19	65	%0.3	106	10
13	Musandam (Dibba)	17	7	45	69	%0.31	609	9
14	Al Wusta	3	56	50	109	%0.5	996	5
15	Al Mazyunah	1	1	2	4	%0.02	163	1
Total of 2016		10792	5883	5416	22091	%100	536102	1826
Total of 2015		12841	6174	6141	25156	-	440823	1849

TABLE 2: TOTAL NUMBER OF REGISTERED COMPLAINTS:

Branch		2016	2015
1	Muscat	2992	3840
2	Muscat (Seeb)	1808	2154
3	North Al Batinah	1181	1284
4	Dhofar	1047	1102
5	Al Dakhiliyah	866	954
6	South Al Sharqiyah	752	749
7	South Al Batinah (Barka)	564	738
8	Al Dhahira	454	573
9	Buraimi	423	505
10	North Al Sharqiyah	328	467
11	South Al Batinah (Rustaq)	320	395
12	Musandam (Khasab)	36	50
13	Musandam (Dibba)	17	25
14	Al Wusta	3	3
15	Al Mazyunah	1	2
Total		10792	12841

The total number of complaints in 2016 decreased in a changing rate of 16% comparing with 2015. PACP's headquarters in Muscat comes first with the highest number of received complaints, followed by Muscat (Seeb). Then, comes North Al Batinah governorate, and last comes Al-Mazyunah in Dhofar governorate.

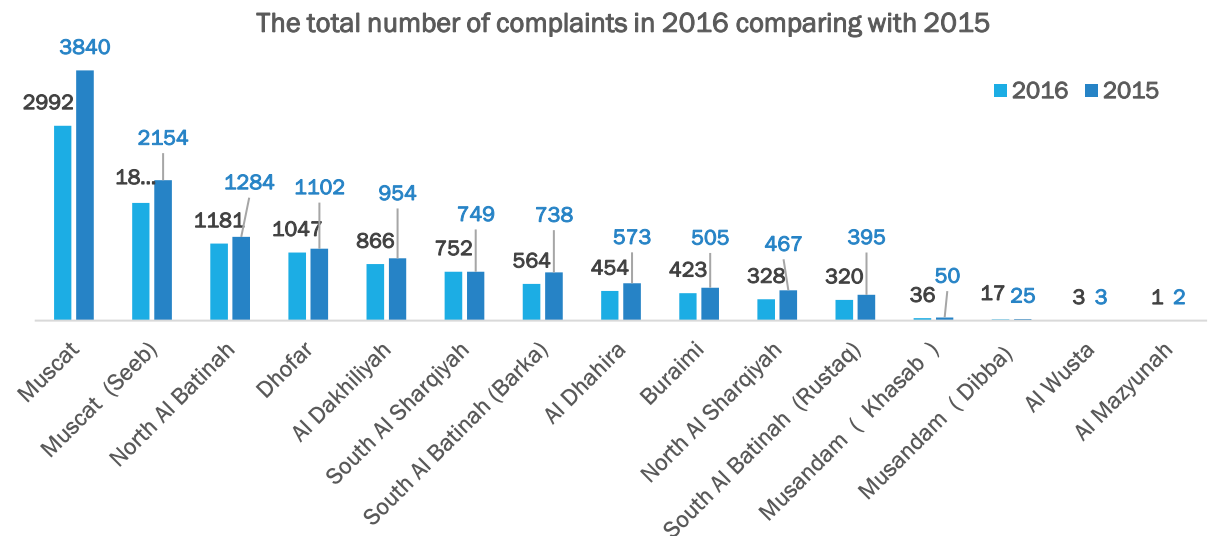


TABLE 3: TOTAL REGISTERED COMPLAINTS AS PER SECTOR:

Complaint Sector		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 2016	Total of 2015
1	Food & Consumable Products		2	0	10	1	1	4	2	1	1	0	4	1	1	0	0	28	38
2	Cars & their Services		889	93	193	11	71	38	120	178	4	1	174	116	275	0	0	2163	3149
3	Cars Garage		254	369	89	42	35	60	37	85	6	5	73	56	139	0	0	1250	757
4	Tires		109	58	60	17	27	24	16	29	0	0	30	11	28	0	0	409	702
5	Vehicle Spare Parts		29	63	5	15	11	14	4	34	0	0	28	9	44	0	0	256	147
6	Electrical & Electronics Devices		379	197	149	36	139	47	47	79	3	0	124	62	121	0	0	1383	1685
7	Phones & Their Services		395	136	87	14	71	19	17	89	6	2	68	21	123	1	1	1050	1371
8	Construction & Building Materials		142	129	88	52	34	17	18	67	2	0	73	48	59	0	1	730	1161
9	Aluminum, Blacksmithing & Carpentry Workshops		98	355	137	42	78	25	35	45	6	3	92	36	96	0	1	1049	1141
10	Kitchens		48	38	25	6	4	4	2	16	0	0	68	14	11	0	0	236	130
11	Furniture		100	121	66	15	29	43	4	14	0	1	33	8	51	0	0	485	295
12	Restaurants and Cafés		0	0	2	0	0	0	2	7	0	0	0	0	1	0	0	12	13
13	Clothes & Textiles and Their Services		55	40	13	11	19	24	9	15	2	0	21	15	5	0	0	229	269
14	Jewelry & Accessories		13	9	11	1	7	1	1	12	0	0	4	1	11	0	0	71	85
15	Manpower Services		178	33	94	8	11	36	5	26	0	0	12	2	35	0	0	440	475
16	Travel & Tourism Services		19	12	29	1	2	13	0	4	1	0	2	0	12	0	0	95	208
17	Livestock & Animal Feed		0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	4	12
18	Barber Shops & Beauty Salons Services		9	12	3	0	1	5	1	0	0	0	0	0	0	0	0	31	41
19	Others Products		40	27	56	9	12	7	4	17	1	2	21	3	12	0	0	211	880
20	Others Services		233	116	64	39	12	41	4	31	4	3	39	51	23	0	0	660	282
Total			2992	1808	1181	320	564	423	328	752	36	17	866	454	1047	1	3	10792	12841

COMPLAINTS SECTOR ARRANGED FROM THE MOST TO THE LEAST ACCORDING TO 2016:

COMPLAINTS SECTOR	
1	Cars Agencies & their Services
2	Electrical & Electronics Devices
3	Cars Garage
4	Phones & Their Services
5	Aluminum, Blacksmithing & Carpentry Workshops
6	Construction & Building Materials
7	Furniture
8	Manpower Services
9	Tires
10	Car Spare Parts
11	Kitchens
12	Clothes & Textiles and Their Services
13	Travel & Tourism Services
14	Jewelry & Accessories
15	Barber Shops & Beauty Salons Services
16	Food & Consumable Products
17	Restaurants and Cafés
18	Livestock & Animal Feed

The Car Agencies and their services sector is still in first place in terms of the recorded complaints in 2016 and during the last years. Then, the Electrical and Electronic Devices sector comes in the second place. Thirdly, comes the Cars Garage sector, followed by Phones & Their Services sector. The last sector is Aluminum, Blacksmithing & Carpentry Workshops.

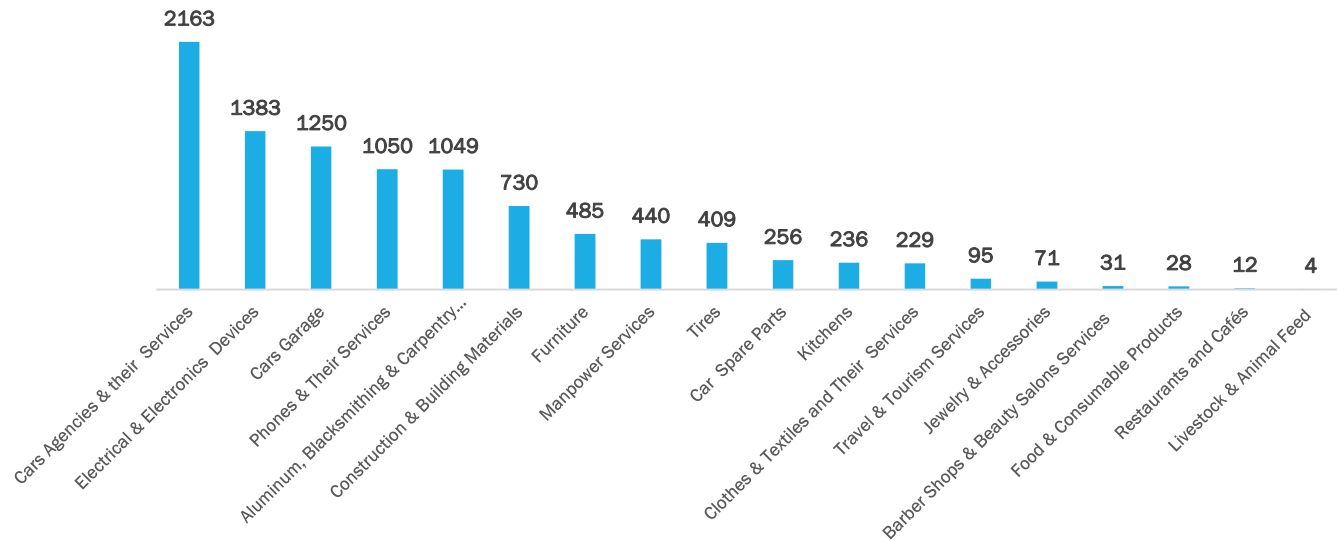


TABLE 4: TOTAL NUMBER OF REGISTERED REPORTS:

Branch		2016	2015
1	Muscat	1275	1251
2	Muscat (Seeb)	1146	1218
3	North Al Batinah	1112	1141
4	Dhofar	549	533
5	Al Dakhiliyah	475	481
6	South Al Sharqiyah	277	335
7	South Al Batinah (Rustaq)	166	281
8	Al Dhahira	256	243
9	South Al Batinah (Barka)	205	241
10	Buraimi	157	197
11	North Al Sharqiyah	191	195
12	Al Wusta	56	40
13	Musandam (Khasab)	10	11
14	Musandam (Dibba)	7	7
15	Al Mazyunah	1	0
Total		5883	6174

The total number of reports decreased in 2016 in %5 changing rate comparing by 2015. PACP's headquarters in Muscat comes first with the highest number of registered reports, followed by Muscat (Seeb), than comes North Al Batinah Governorate. Last, Al-Mazyunah in Dhofar Governorate comes.

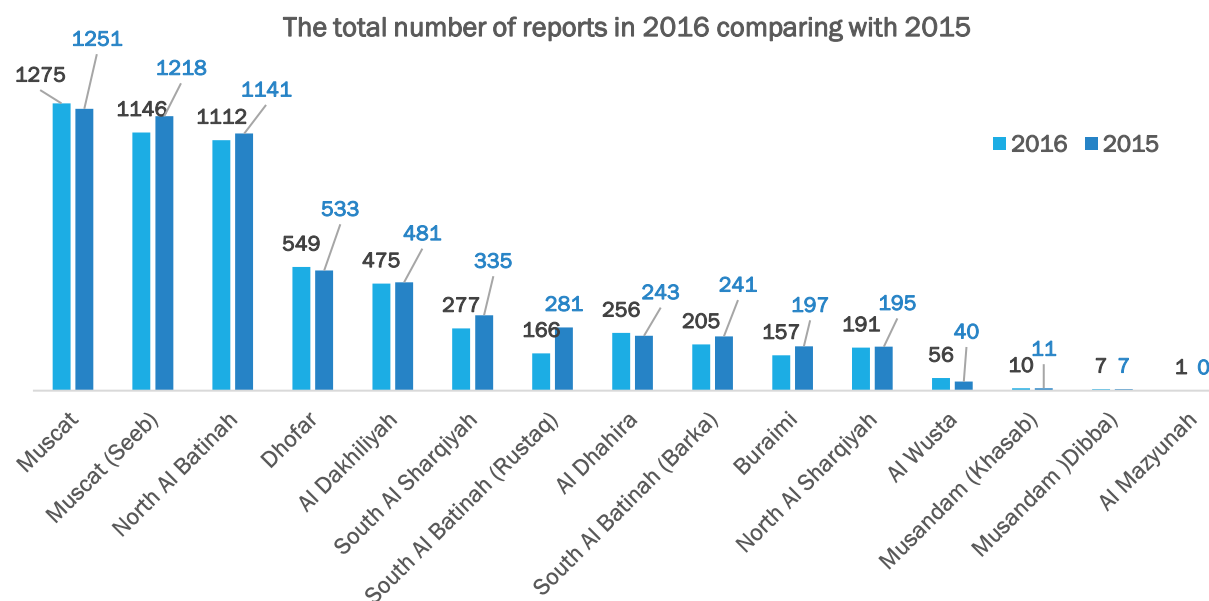


TABLE 5: TOTAL REPORTS AS PER SECTOR:

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 2016	Total of 2015
1	Food & Consumable Products		318	482	328	44	48	31	51	73	6	2	171	54	159	0	22	1789	1753
2	Cars & Their Services		23	56	9	0	19	1	0	4	0	0	10	0	5	0	1	128	280
3	Cars Garage		9	0	67	5	0	4	6	2	0	0	8	5	35	0	0	141	84
4	Tires		11	19	13	1	0	13	6	4	0	0	2	2	5	0	0	76	210
5	Vehicle Parts		12	29	30	2	0	3	4	4	0	0	5	7	7	1	1	105	46
6	Electrical Devices & Electronics		55	12	47	1	5	7	3	6	0	0	7	16	5	0	2	166	208
7	Phones & Their Services		29	4	23	1	2	1	0	3	0	0	1	1	3	0	0	68	74
8	Construction & Building Materials		38	30	55	14	9	1	11	19	0	0	14	15	26	0	1	233	212
9	Aluminum, Blacksmithing & Carpentry Workshops		3	3	23	0	1	1	1	0	0	1	1	2	5	0	0	41	40
10	Kitchens		1	3	0	0	0	0	0	1	0	0	1	0	0	0	0	6	3
11	Furniture		13	5	12	0	0	4	2	1	0	0	2	2	4	0	0	45	16
12	Restaurants and Cafés		209	121	46	17	16	10	10	10	0	1	47	22	50	0	8	567	588
13	Clothes & Retail Services		62	67	47	7	8	17	13	7	0	0	18	7	37	0	2	292	246
14	Watches & Jewelry		7	2	7	3	1	0	0	1	0	0	2	2	3	0	0	28	30
15	Manpower Services		4	0	2	1	0	1	0	0	0	0	0	0	0	0	0	8	6
16	Travel & Tourism Services		5	0	1	0	0	0	0	0	0	0	1	0	0	0	0	7	6
17	Livestock & Animal Feed		1	0	17	0	6	2	3	5	0	0	5	4	5	0	3	51	101
18	Barber Shops & Beauty Salons Services		87	106	61	10	8	13	4	6	2	1	20	20	35	0	1	374	620
19	Others Products		227	111	212	31	71	17	39	66	1	1	109	35	97	0	6	1023	1267
20	Others Services		161	96	112	29	11	31	38	65	1	1	51	62	68	0	9	735	384
Total			1275	1146	1112	166	205	157	191	277	10	7	475	256	549	1	56	5883	6174

REPORTS SECTOR ARRANGED FROM THE MOST TO THE LEAST ACCORDING TO 2016:

1	Food & Consumable Products
2	Restaurants and Cafés
3	Barber Shops & Beauty Salons Services
4	Clothes & Textiles and Their Services
5	Construction & Building Materials
6	Electrical & Electronics Devices
7	Cars Garage
8	Cars Agencies & their Services
9	Car Spare Parts
10	Tires
11	Phones & Their Services
12	Livestock & Animal Feed
13	Furniture
14	Aluminum, Blacksmithing & Carpentry Workshops
15	Jewelry & Accessories
16	Manpower Services
17	Travel & Tourism Services
18	Kitchens

Food & Consumable Products sector is still the first in order in recorded reports in 2016 and during previous years. Then, Restaurants and Cafés sector comes in the second place. Thirdly, Barber Shops & Beauty Salons Services sector comes, followed by Clothes & Textiles and their Services sector. The last sector is Construction & Building Materials.

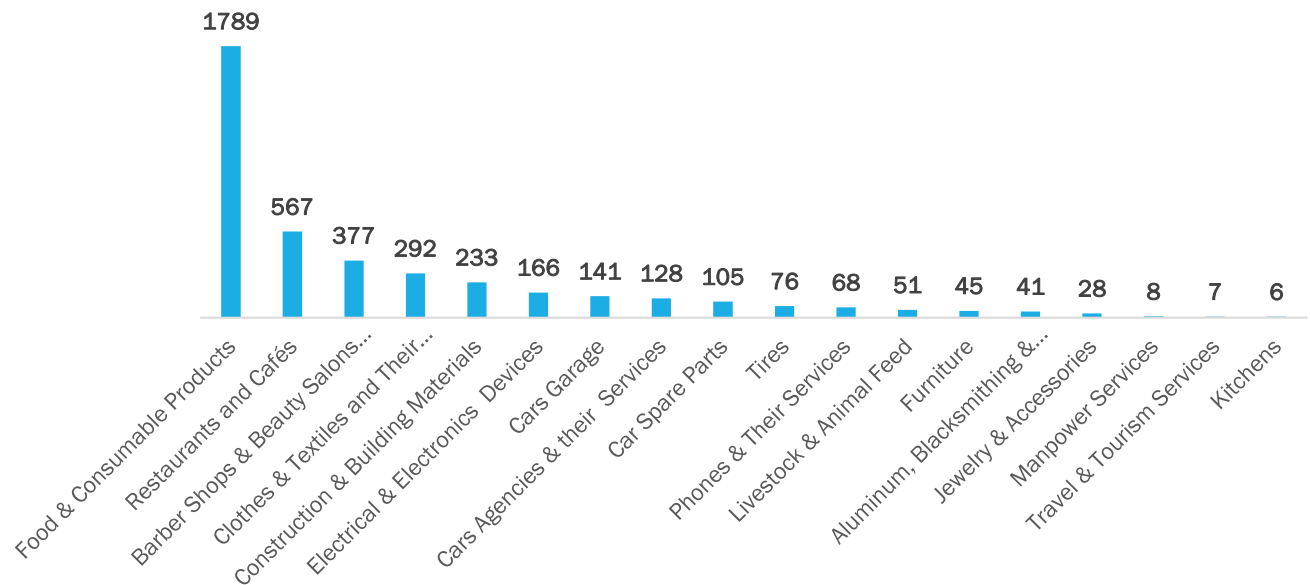


TABLE 6: NUMBER OF COMPLAINTS AND REPORTS AS PER ACTION TAKEN

The Statistics shows that PACP was able to solve more than 81% of the total number of submitting Complaints and Reports in average of 13492 solved Complaints and Reports, 2059 in process to solve and 1124 referred to the Public Prosecution.

Branch		Solved	In Process	Referred to the Public Prosecution	Total	Percentage (%)	Cases Unrelated to PACP's Jurisdiction
1	Muscat	3529	338	400	4267	%26	12
2	Muscat (Seeb)	1635	1143	176	2954	%18	59
3	North Al Batinah	2052	108	133	2293	%14	13
4	Al Dakhiliyah	1134	31	176	1341	%8	9
5	Dhofar	1255	202	139	1596	%10	5
6	Al Mazyunah	2	0	0	2	%0.01	0
7	Buraimi	521	25	34	580	%3.5	9
8	South Al Sharqiyah	858	166	5	1029	%6	8
9	North Al Sharqiyah	496	3	20	519	%3	3
10	Al Dhahira	699	3	8	710	%4	19
11	South Al Batinah (Rustaq)	455	12	19	486	%2.9	8
12	South Al Batinah (Barka)	729	28	12	769	%5	0
13	Musandam (Khasab)	45	0	1	46	%0.3	1
14	Musandam (Dibba)	24	0	0	24	%0.1	0
15	Al-Wusta	58	0	1	59	%0.4	0
Total 2016		13492	2059	1124	16675	%100	146
Total 2015		15150	2551	1314	19015		133

TABLE 7: TOTAL NUMBER OF ISSUED PENALTIES (WITH / WITHOUT CONFISCATING ITEMS):

Branch		Penalties Issued without Confiscation	Penalties Issued with Confiscation	Total of 2016	Total of 2015
1	Muscat	1616	412	2028	2023
2	Muscat (Seeb)	564	200	764	721
3	North Al Batinah	206	623	829	1220
4	Al Dakhiliyah	53	8	61	89
5	Dhofar	421	267	688	581
6	Al.Mazyunah	0	2	2	73
7	Buraimi	56	47	103	185
8	South Al Sharqiyah	50	71	121	208
9	North Al Sharqiyah	169	74	243	259
10	Al Dhahira	55	39	94	147
11	South Al Batinah (Rustaq)	121	42	163	257
12	South Al Batinah (Barka)	130	76	206	219
13	Musandam (Khasab)	9	10	19	10
14	Musandam (Dibba)	14	31	45	100
15	Al-Wusta	24	26	50	49
Total		3488	1928	5416	6141

The total number of penalties issued decreased in 2016 in %5 changing rate comparing with 2015.

PACP's headquarters (Muscat) comes first with the highest number of issued penalties. Followed by Muscat (Seeb), than comes North Al Batinah Governorate, and last comes Al-Mazyunah in Dhofar Governorate.

The total number of penalties issued of 2016 comparing with 2015

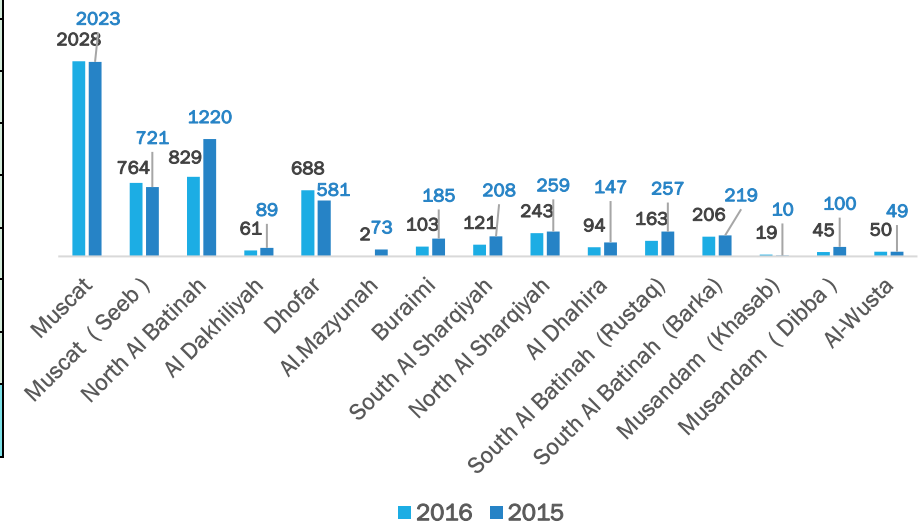


TABLE 8: TYPES OF VIOLATIONS AS PER SECTOR:

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 2016	Total of 2015
1	Difference in the displayed shelf prices and invoice prices	33	25	44	4	5	1	7	4	0	0	3	1	13	0	2	142	134
2	Related to products' labels & food safety information	43	13	11	20	20	0	3	5	1	2	1	2	38	0	1	160	252
3	Different types of chewable smokeless tobacco.	72	15	0	0	6	3	0	10	0	1	2	0	68	1	1	179	135
4	Infringement on freedom of choice, equality and fair treatment	12	13	0	0	0	4	0	0	0	0	1	0	0	0	0	30	62
5	Unapproved and misleading promotions	91	18	2	0	0	1	7	5	2	3	1	0	2	0	0	132	186
6	Misleading Commercials	49	20	2	16	0	0	6	1	0	0	0	2	17	0	0	113	73
7	Fraud & counterfeiting products	46	3	3	5	14	19	9	4	0	3	0	1	6	0	1	114	165
8	Marketing & selling electronics door-to-door	9	0	0	0	1	0	0	0	0	0	0	0	0	0	0	10	10
9	Reduction in the quantity of the product (manipulation of weights)	1	3	5	0	0	0	3	0	0	4	0	1	2	0	0	19	17
10	Marketing & advertising unlicensed herbs, plant extracts and medical devices.	60	41	0	0	3	4	0	3	2	0	0	8	29	0	0	150	75
11	Selling and importing inappropriate and offensive products	38	19	11	2	6	0	1	3	1	1	0	9	21	0	1	113	116
12	Raising the price without obtaining the approval of the PACP	547	179	148	32	25	31	37	3	2	6	26	38	153	0	2	1229	1174
13	Selling Banned Tobacco (That do not match the GCC standards & specification)	12	8	1	0	3	0	0	1	0	0	0	0	27	1	0	53	113
14	Selling expired products	78	106	65	4	19	8	42	46	3	9	9	1	41	0	13	444	551
15	Enforcing unfair conditions upon the consumer	48	12	0	0	1	0	0	0	0	3	1	0	18	0	0	83	124
16	Not issuing invoices.	77	39	15	1	7	1	12	2	1	0	0	0	6	0	4	165	225
17	Not putting price tags on the products	710	185	183	183	90	6	77	25	5	6	6	1	164	0	14	1531	1575
18	Penalties issued due to gas cylinder related violations	0	0	0	1	0	2	4	0	0	0	3	0	0	0	1	11	8
19	Other..	102	65	339	44	6	23	35	9	2	7	8	30	83	0	10	738	1146
Total		2028	764	829	163	206	103	243	121	19	45	61	94	688	2	50	5416	6141

VIOLATIONS SECTOR ARRANGED FROM THE MOST TO THE LEAST ACCORDING TO 2016:

1	Not putting price tags on the products
2	Raising the price without obtaining the approval of the PACP
3	Selling expired products
4	Different types of chewable smokeless tobacco.
5	Not issuing invoices.
6	Related to products' labels & food safety information
7	Marketing & advertising unlicensed herbs, plant extracts and medical devices.
8	Difference in the displayed shelf prices and invoice prices
9	Unapproved and misleading promotions
10	Fraud & counterfeiting products
11	Misleading Commercials
12	Selling and importing inappropriate and offensive products
13	Enforcing unfair conditions upon the consumer
14	Selling Banned Tobacco (That do not match the GCC standards & specification)
15	Infringement on freedom of choice, equality and fair treatment
16	Reduction in the quantity of the product (manipulation of weights)
17	Penalties issued due to gas cylinder related violations
18	Marketing & selling electronics door-to-door

The highest recorded violations sector reports in 2016 is do not put the price tags on the products.

Secondly, comes the price raising without getting the PACP approval sector. Thirdly, comes selling expired products sector. Then, Different types of chewable smokeless tobacco sector comes. The last sector in having high-recorded number is not issuing invoices comes.

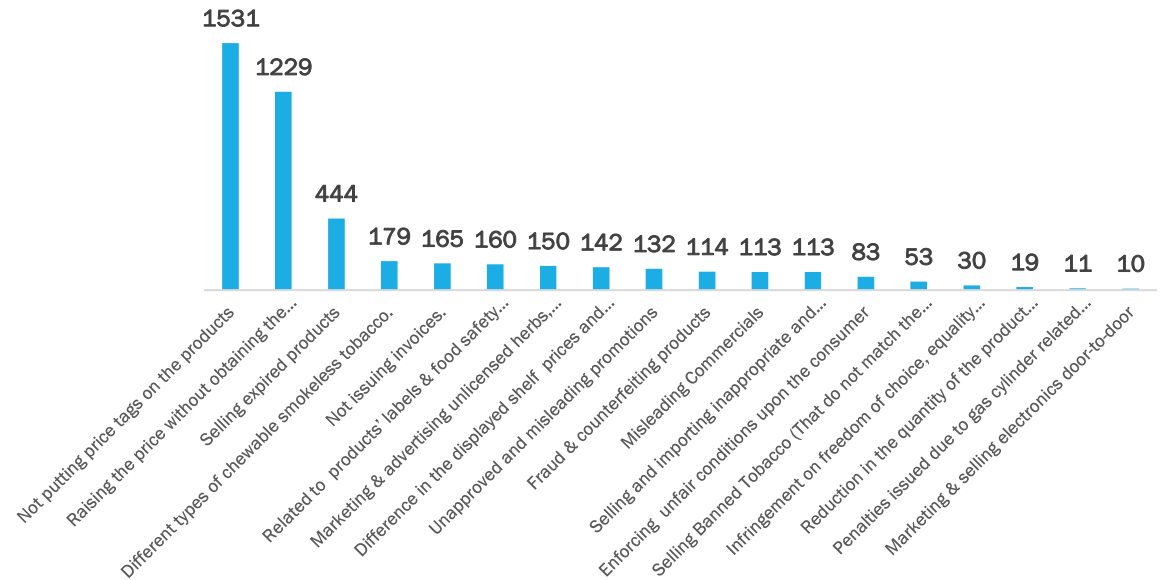


TABLE 9 : TOTAL NUMBER OF CONFISCATED ITEMS

Branch		2016	2015
1	Muscat (Seeb)	133490	145822
2	Dhofar	38283	105249
3	Muscat (Headquarters)	128922	53860
4	Buraimi	8790	39919.5
5	North Al Batinah	23424	21424
6	Al Dakhiliyah	15593	20210
7	South Al Sharqiyah	6443	18382
8	South Al Batinah (Barka)	169402	15173
9	Al Dhahira	1134	10259
10	North Al Sharqiyah	6681	3040
11	South Al Batinah (Rustaq)	2065	2783
12	Al Mazyunah	163	2210
13	Al-Wusta	996	1311
14	Musandam (Dibba)	609	897.5
15	Musandam (Khasab)	106	283
Total		536101	440823

The total number of confiscated items issued in 2016 increased in %5 changing rate comparing with 2015.

South Al Batinah Governorate (Barka) comes first with the highest number of confiscations items. Then, Muscat (Seeb) followed by PACP's headquarters (Muscat Governorate). Last, comes Musandam Governorate (Khasab).

The total number of confiscated items issued in 2016 comparing with 2015

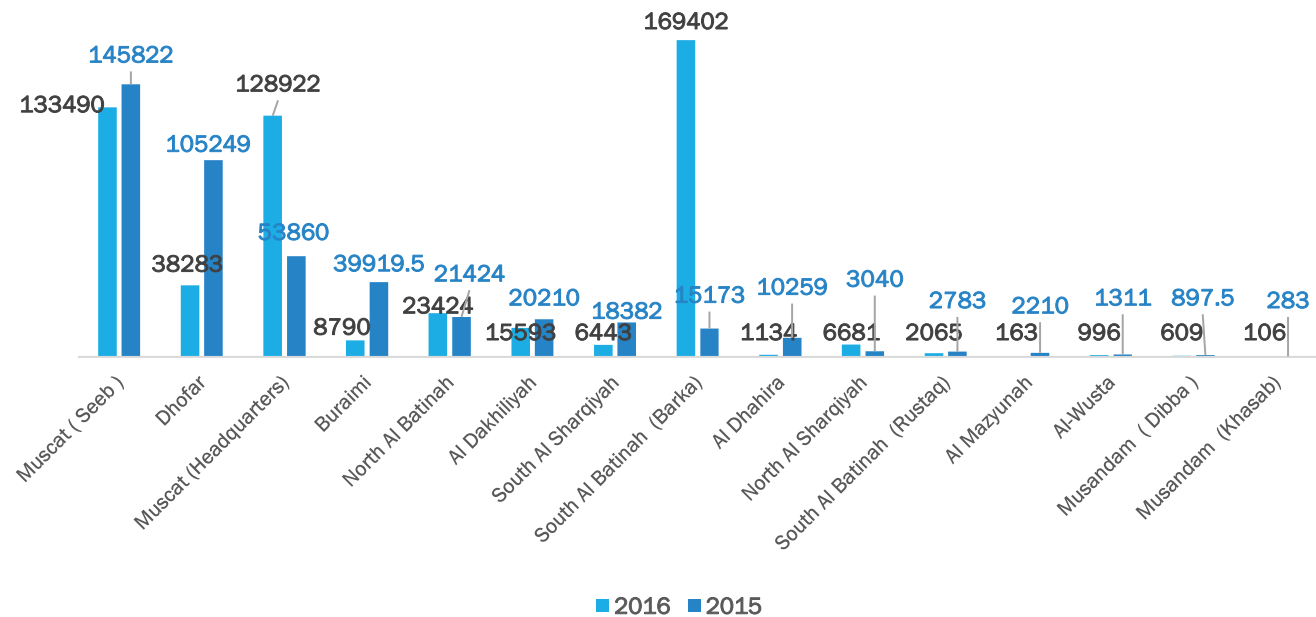


TABLE 10: TYPE OF CONFISCATED ITEMS AS PER SECTOR:

Confiscated Items		Muscat	Muscat (Seeb)	North Batinah	South Batinah (Rustaq)	South Batinah (Barka)	Buraimi	North Sharqiy a	South Sharqiya	Musandam (Khaseb)	Musandam (Dibba)	Dakhliya	Dhahira	Dhofar	Mazyonah	Wusta	Total of 2016	Total of 2015
1	Consumable Products / Food	9668	11375	4422	242	56187	50	1876	1541	85	95	4210	524	913	63	112	91363	210761
2	Banned Cigarettes (Not matching the standards and specification)	13188	3867	0	0	107012	0	1225	15	0	0	1500	0	23657	0	17	150481	59924
3	All Types of Chewable and Smokeless Tobacco	91959	11687	346	0	1567	6615	0	1654	0	88	8251	0	11048	100	0	133315	100782.5
4	Clothes and Inappropriate Products	1970	338	562	25	110	0	627	361	0	7	7	10	171	0	5	4193	3745
5	Detergents	171	2393	895	0	0	0	14	761	0	47	113	0	41	0	0	4435	4381
6	Products that Violates Copyrights (CDs, DVDs...etc.)	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	5	3886
7	Unauthorized Herbal Medicine	5516	14426	26	0	0	558	182	224	0	0	5	373	849	0	120	22279	16818
8	Electronic and Electrical Devices	2	8	21	0	17	0	0	0	0	0	0	0	0	0	0	48	3204
9	Telephones and Cellphones	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	32
10	Car parts and Tires	20	0	12	0	0	0	29	0	0	0	0	20	156	0	0	237	3753
11	Building and Construction Materials	7	0	12	0	30	0	0	29	0	0	0	31	3	0	0	112	3572
12	Cosmetics and Toiletries	6025	534	691	1616	4354	274	257	318	15	39	87	135	505	0	443	15293	22519
13	Other	396	88862	16437	182	120	1293	2471	1540	6	333	1420	41	940	0	299	114340	7446
Total		128922	133490	23424	2065	169402	8790	6681	6443	106	609	15593	1134	38283	163	996	536101	440823

CONFISCATED ITEMS ARRANGED FROM MOST TO LOWEST ACCORDING TO 2016:

1	Banned Cigarettes (Not matching the standards and specification)
2	All Types of Chewable and Smokeless Tobacco
3	Consumable Products / Food
4	Unauthorized Herbal Medicine
5	Cosmetics and Toiletries
6	Detergents
7	Clothes and Inappropriate Products
8	Car parts and Tires
9	Building and Construction Materials
10	Electronic and Electrical Devices
11	Products that Violates Copyrights (CDs, DVDs...etc.)
12	Telephones and Cellphones

Banned Cigarettes (Not matching the standards and specification) sector got the highest recorded in Confiscated Items reports in 2016. Secondly, the Chewable and Smokeless Tobacco sector comes. Thirdly, comes the Consumable Products / Food Sector. Then, the Unauthorized Herbal Medicine sector comes. Cosmetics and Toiletries and Detergents sector takes the last level in the total number recorded.

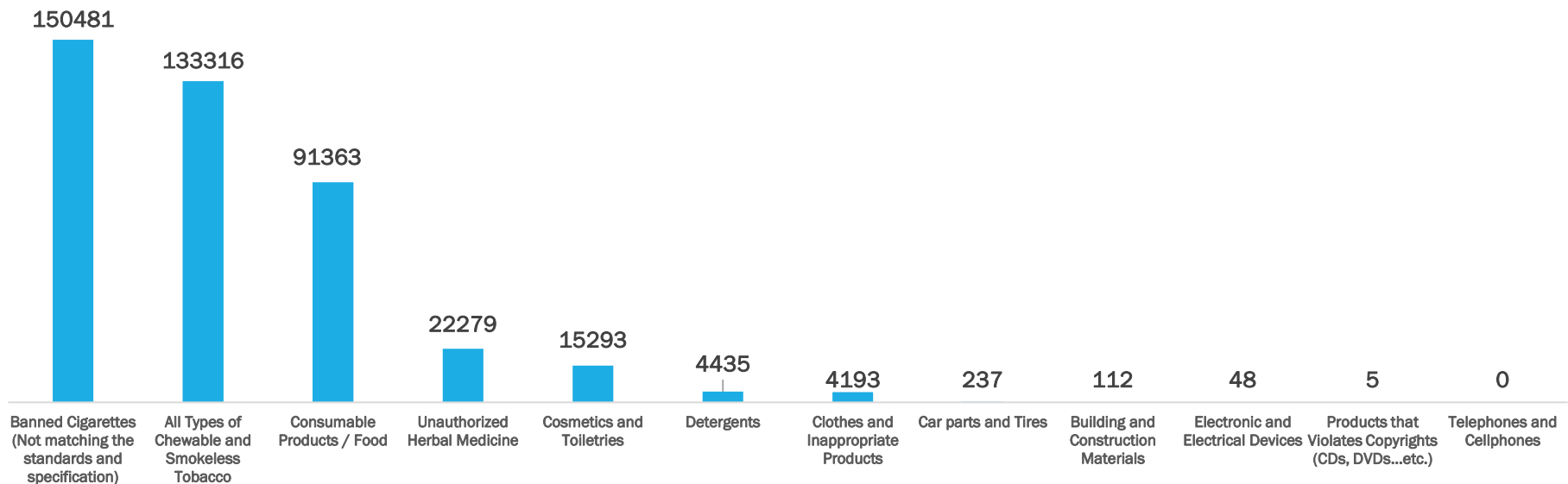
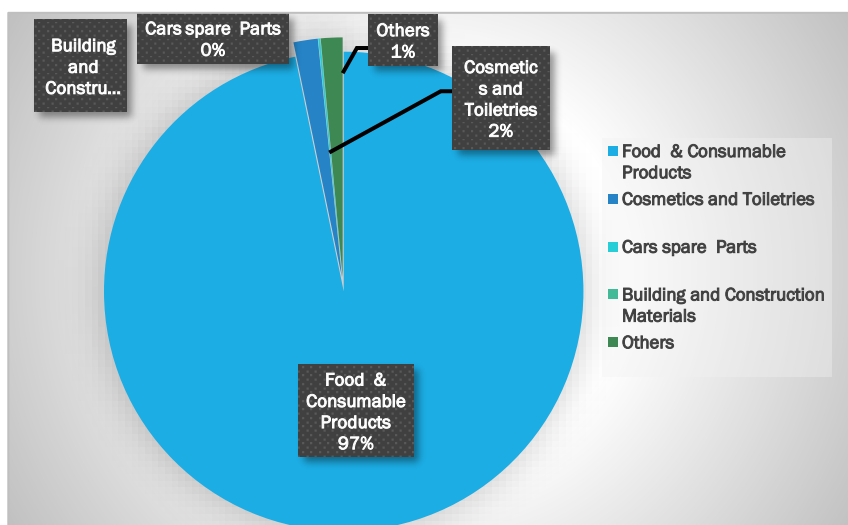


TABLE 11: CONFISCATED ITEMS REFERRED FOR TESTING & INSPECTION

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
1	Food & Consumable Products	111	154	397	35	27133	9	17	125	17	0	97	20	61	0	0	28176
2	Cosmetics and Toiletries	11	325	8	3	30	27	20	10	1	1	3	3	34	0	0	476
3	Cars spare Parts	4	0	16	1	0	5	12	0	0	0	0	0	0	0	0	38
4	Building and Construction Materials	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	4
5	Others	29	18	12	4	4	4	322	2	1	0	3	0	27	0	0	426
Total 2016		155	497	435	43	27167	45	371	137	19	1	103	23	124	0		29120
Total 2015		402	334	250	92	94	173	1966	34	6	92	253	16	116	2	0	3830



More than 29000 items were referred for testing and inspecting. 97% from those items are food and consumable products compared with 2015 that only 3800 items were referred.

TABLE 12: RETRIEVED ITEMS FOR THE CUSTOMER:

Branch		Cars	Tires	Vehicle Parts	Electronic and Electrical Devices	Telephones and Cellphones	Others	Total 2016	Total 2015
1	Muscat	16	96	8	56	66	36	278	477
2	Muscat (Seeb)	5	0	0	32	35	0	72	107
3	South Al Batinah (Rustaq)	1	3	0	5	3	5	17	37
4	North Al Sharqiyah	5	16	2	9	3	0	35	79
5	South Al Batinah (Barka)	5	13	5	35	16	22	96	95
6	South Al Sharqiyah	2	19	4	20	11	9	65	71
7	Al Dakhiliyah	28	25	21	43	30	109	256	284
8	North Al Batinah	1	47	5	17	18	4	92	114
9	Buraimi	0	10	1	5	1	5	22	34
10	Al Dhahira	2	35	17	15	6	11	86	113
11	Musandam (Khasab)	0	0	0	0	0	1	1	1
12	Musandam (Dibba)	0	0	0	0	0	0	0	0
13	Dhofar	7	9	18	34	28	24	120	150
14	Al Mazyunah	0	0	0	0	1	0	1	6
15	Al-Wusta	0	0	0	0	0	0	0	1
Total 2016		1849	621	81	271	218	226	1141	1569
Total 2015		91	345	103	363	343	324		

Nearly 1411 items were retrieved for the consumer. Most of it were car's tires, electronic and electrical devices and phones compared with last year 2015, 1500 items were retrieved.

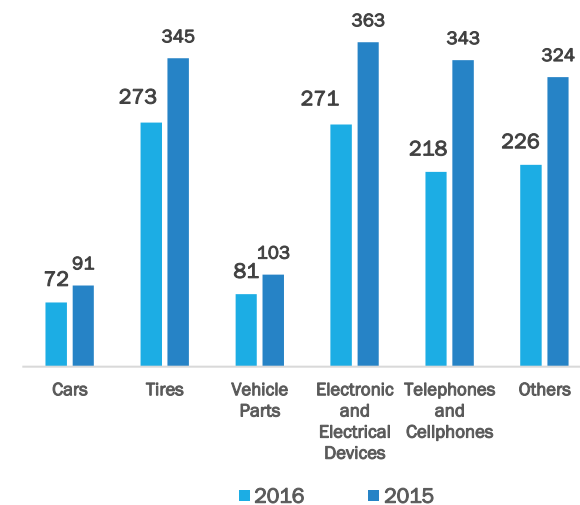
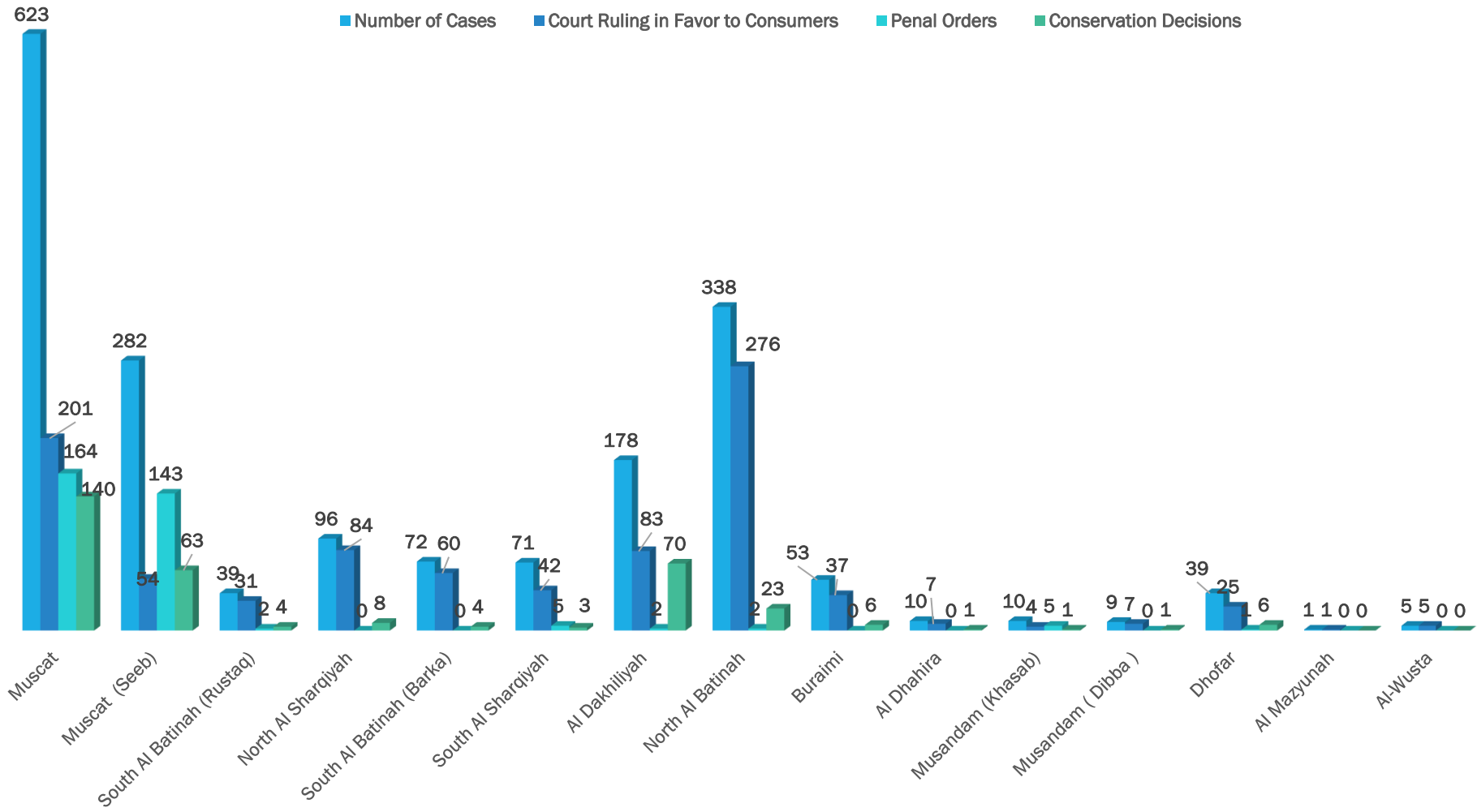


TABLE 13: LEGAL CASES, PENAL ORDERS, FINES AND RECOVERIES:

	Branch	Number of Cases	Court Ruling in Favor to Consumers	Penal Orders	Conservation Decisions	Fines (OMR)	Financial Recoveries (OMR)
1	Muscat	623	201	164	140	114475	548471.05
2	Muscat (Seeb)	282	54	143	63	32070	149614.15
3	South Al Batinah (Rustaq)	39	31	2	4	25100	22647.5
4	North Al Sharqiyah	96	84	0	8	73630	87438
5	South Al Batinah (Barka)	72	60	0	4	133600	65519.9
6	South Al Sharqiyah	71	42	5	3	13980	70649.4
7	Al Dakhiliyah	178	83	2	70	81070	85081.995
8	North Al Batinah	338	276	2	23	177910	137634.95
9	Buraimi	53	37	0	6	55120	40509.5
10	Al Dhahira	10	7	0	1	52200	131577.535
11	Musandam (Khasab)	10	4	5	1	1000	1074.6
12	Musandam (Dibba)	9	7	0	1	2700	427.52
13	Dhofar	39	25	1	6	64550	442481
14	Al Mazyunah	1	1	0	0	1000	50
15	Al-Wusta	5	5	0	0	1900	550
Total 2016		1826	917	324	330	830305	1783727.100
Total 2015		1849	621	546	421	379150	1982149.02



TRAINING AND DEVELOPING COURSES:

Branch		Programs / Courses	Number of Participants
1	Muscat	582	72
2	Muscat (Seeb)	32	50
3	North Al Batinah	459	143
4	South Al Sharqiyah	4	103
5	Musandam (Khasab)	16	26
6	Musandam (Dibba)	109	51
7	South Al Batinah (Rustaq)	44	45
8	South Al Batinah (Barka)	41	61
9	North Al Sharqiyah	88	133
10	Al Dakhiliyah	239	103
11	Al Dhahira	97	38
12	Buraimi	62	31
13	Dhofar	76	84
14	Al.Mazyunah	7	34
15	Al Wusta	3	30
Total 2016		247	1859
Total 2015		486	1644

PACP takes high importance in employee training and qualifying issue. There is an annual plan that include all different employee's categories in the PACP's headquarters and all Governorates within different technician and administrative specialist. According to 2016 training plan, the number of Implemented internal programs reached to 247 program targeted 1859 employees, while the number of external programs were (2) training program.

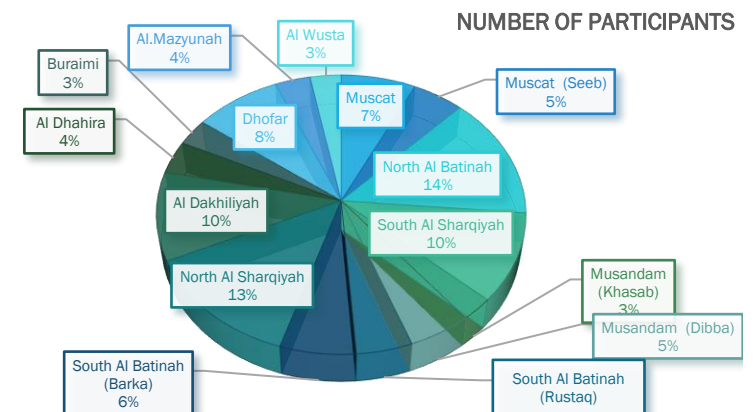
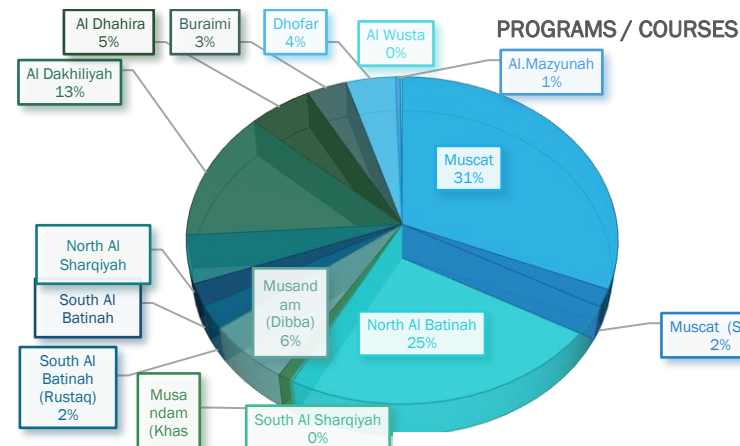


PHOTO GALLERY:



SULTAN QABOOS AWARD FOR EXCELLENCE IN E-GOVERNMENT 2016



BIZZ ARABIC 2016



ARAB SMART GOVERNMENT COMPETITION AWARD 2016



THE EAGLE AWARD 2016



**STUDENTS FROM THE SMART STUDENT CENTER VISIT THE
COUNTERFEITED GOODS EXHIBITION**



**STUDENTS FROM THE BANGLADESH SCHOOL VISIT THE
COUNTERFEITED GOODS EXHIBITION**



INSPECT AN EXPATRIATE WHILE WORKING IN SELLING NON-SMOKED TOBACCO



INSPECT AN EXPATRIATE WORKING IN SELLING CHEWING TOBACCO MIXED WITH LIME



AN EXPATRIATE SELLING FURNITURE STUFFED WITH GARBAGE

Annual Statistical Report of 2016